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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice of Cancellation of Regular Meeting**

Thursday, January 2, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, CA

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe,  
Linton Stables, Dorris Vincent, Daniel Weaver, Tom Wetzel  
(2 Vacancies)

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**Committees:**

**Service Design and Marketing (SDMC)**

David Pilpel (Chair), Nia Crowder,  
Ellen Hayes, Norman Rolfe, Dorris Vincent

**Service Reliability and Quality (SRQC)**

Joan Downey (Chair), Sue Cauthen,  
Daniel Murphy, Bruce Oka, Norman Rolfe

**Engineering and Maintenance (EMC)**

Nia Crowder (Chair), Linton Stables,  
Daniel Weaver, Tom Wetzel

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen,  
Bruce Oka, David Pilpel, Tom Wetzel

**Safety, Training, and Accessibility (STAC)**

Bruce Oka (Chair), Linton Stables, Daniel Weaver

The MTA CAC may be contacted as follows:

Citizens' Advisory Council  
Municipal Transportation Agency  
401 Van Ness Avenue, Suite 334  
San Francisco, CA 94102-4524  
(415) 554-6873 Voice (415) 554-4103 Fax





### **Disability Access**

This meeting was to be held in Room 334 (Conference Room) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3<sup>rd</sup> floor, make a left, and enter through Room 334.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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Municipal Transportation Agency  
Citizens' Advisory Council**

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Thursday, January 2, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334  
San Francisco, CA

Please note that the Municipal Transportation Agency Citizens' Advisory Council will NOT hold it's regular scheduled meeting on Thursday, January 2, 2003 at 5:30PM. No agenda for this meeting was posted and distributed in advance.

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice of Rescheduled Regular Meeting**

Monday, January 6, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe,  
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(2 Vacancies)

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

Rescheduled Regular Meeting  
Monday, January 6, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

- |   |      |
|---|------|
| 1. Call to Order/Roll Call  | 5:30 |
| 2. Public Comment   | 5:32 |
| 3. Review and Adopt Minutes of June 17, 2002 and December 5, 2002 (Discussion/Action)<br>[Attachment]                                     | 5:34 |
| 4. Report of the Chair (Discussion/Action)  | 5:36 |
| 5. Staff Report (Discussion/Action) [Attachments to report only; a verbal report will be made]<br>Paul Czechowicz (MTA CAC Staff Liaison) | 5:41 |

**Council-Initiated Items (Discussion/Action)**

- |   |      |
|---|------|
| 6. Election of MTA CAC Vice Chair (Discussion/Action) | 5:46 |
|---|------|

**Staff-Initiated Items (Discussion/Action)**

- |   |      |
|---|------|
| 7. Department of Parking and Traffic (DPT) Presentation: Finance and Administration<br>(Discussion/Action)<br>Julia Dawson (Deputy Director, Finance and Administration, DPT) | 5:51 |
|---|------|

**Note: All Committee Members are advised to review DPT Fiscal Year 2003  
Budget booklet prior to meeting**

- |  |      |
|--|------|
| 8. Review of MTA CAC Revised Administrative Procedures (Discussion/Action)<br>[Attachment]             | 6:10 |
| 9. Review of MTA Board Calendar Items for January 7, 2003 Meeting (Discussion/Action)<br>[Attachments] | 6:20 |

Finance and Administration - Resolution authorizing the Director of Transportation to execute an agreement between the City and County of San Francisco and the Bay Area Rapid Transit District authorizing the use of the Muni Fast Pass on BART in San Francisco until December 31, 2003, at a cost to Muni of \$0.80 per trip.

Finance and Administration - Resolution authorizing the Director of Transportation to enter into an agreement with the Bay Area Rapid Transit District (BART), requiring BART to pay MUNI \$5,222,832 for the period July 1, 2001 to June 30, 2003, for feeder bus service to BART stations.







Capital Planning & External Affairs - Requesting authorization to execute a Master Agreement with the California Department of Transportation (CalTrans) for purposes of receiving grant funds.

Human Resources - Designation of "service critical" classifications pursuant to Charter Section 8A.104.

### **Committee Reports (Discussion/Action)**

10. Service Design & Marketing (SDMC) (David Pilpel, SDMC Chair) 6:40  
Last Meeting held: November 18, 2002

Items Discussed: Applications Integration; Bridge Toll Advisory Committee: Presentation on Muni's List of Projects Proposed for Funding; Short Range Transit Plan Amendment Relate to TCM2, Capital Improvement Program Call for Projects Process and Criteria, Trolley Coach Service Expansion Planning; Review of 78 Bayview Special, 15 Third and 49 Van Ness/Mission Terminal at City College (Phelan Loop); Service from Ocean Avenue to Alemany Albertsons, 71 - Haight-Noriega Reroute to Chinatown; Bayview Meeting of 22 July 2002; 30Xmarina Express stop at Van Ness and Union; New Transfer Policy, 80X/81X/82X CalTrain Expresses Service Reduction; Schedule Changes Pending for Future Signups; Fiscal Year 2002-03 Budget, Service Adjustments, and Potrero Run Cuts; Maximum Equipment Demand and Recapitulation of Schedules for FY2001-02 Signups; Cultural Institutions Outreach/Promotion of Muni Service to Cultural Events; Consolidation of Passenger Brochures; Flyers, Newsletters, and Notices; Public Timetable Book Status; Status Report on Marketing Activities, Graphics and Design Guidelines, Metro Signage.

**Tentative next regular meeting: January 20, 2002, 401 Van Ness, Room 334, 5:30pm**

**(Note: Rescheduling required due to holiday.)**

Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

11. Service Reliability and Quality (SRQC) (Joan Downey, SRQC Chair) 6:45  
Last Meeting held: November 25, 2002

Items discussed: Proof of Payment (POP) Monthly Citation Report/Rescue Muni J, L, M & N Lines Recommendations; Service and Signage Improvements to 39 Coit Service; Passenger Service Requests (PSR) - Report from PSR Task Force Committee Representatives

**Tentative next regular meeting: January 27, 2003, 2002, 401 Van Ness, Room 334, 5:30 PM.**

Pending Items: Department of Parking and Traffic (DPT)/Enforcement, Bus Cleaning, Muni Inspectors, Station Operations, Cable Car Follow-up, Service Standards Follow-up

12. Engineering and Maintenance (EMC) (Nia Crowder, EMC Chair) 6:50  
Last meeting held: November 21, 2002, 1145 Market, 3<sup>rd</sup> Floor, 4:00 PM.

Discussion Items: Professional Engineering Services for Third Street Light Rail Transportation Phase II: New Central Subway Award and Third Street Light Rail Project Update; Compressed Natural Gas (CNG) Pilot Program Update; Review Agenda Items for December/January Meeting

**Tentative next regular meeting: January 16, 2003, 1145 Market, 3<sup>rd</sup> Floor, 4:00 PM.**

13. Finance and Administration (FAC) (Daniel Murphy, FAC Chair) 6:55



- a. **MOTION:** THE MTA CAC RECOMMENDS THAT A SUMMARY OF FISCAL CONTROLS APPLICABLE TO MUNI, DPT AND THE MTA BE PREPARED AND MAINTAINED.
- b. **MOTION:** THE MTA CAC RECOMMENDS THAT IN DEVELOPING FISCAL YEAR 2003-04 BUDGET FOR MUNI AND DPT CONSIDERATION BE GIVEN TO THE FOLLOWING PRIORITIES:
1. **INTERNAL EFFICIENCIES.**
  2. **MAXIMIZING OPERATING EFFICIENCIES (USE OF PART-TIME EMPLOYEES, MINIMIZATION OF SCHEDULED OVERTIME, ETC.)**
  3. **REDUCTION OF NON-SERVICE IMPACTING PROGRAMS AND ASSOCIATED STAFF.**
  4. **RE-PRIORITIZING THE CAPITAL PROGRAM TO ADVANCE LOW-COST PROJECTS THAT WOULD DECREASE OPERATING COSTS AND DEFER PROJECTS THAT WOULD INCREASE OPERATING COSTS.**
  5. **DPT SHOULD DEVELOP AND IMPLEMENT TRAFFIC ENGINEERING PROJECTS THAT WOULD REDUCE MUNI OPERATING COSTS BY SPEEDING UP RUNNING TIMES (TPS/BRT IMPROVEMENTS, SIGNAL TIMING, ETC.)**
  6. **DPT SHOULD INCREASE REVENUES FROM EXISTING SOURCES (METERS, GARAGES, ETC.) BY INCREASING RATES AND THE NUMBER OF PARKING METERS IN COMMERCIAL AREAS.**
  7. **MUNI SHOULD REDUCE TRANSIT SERVICE LEVELS PURSUANT TO PRIOR CAC PRIORITIES.**
  8. **MUNI SHOULD INCREASE FARES BY NO MORE THAN 10% OVERALL.**

**SPECIAL BUDGET CHANGES SHOULD BE REVIEWED FURTHER WITH THE MTA CAC.**

- c. **MOTION:** THE MTA CAC RECOMMENDS THAT USE OF THE MUNI BRED A LEASE/LEASEBACK REVENUES (FIRST TRANCHE) INCLUDE:
1. **LOW-COST CAPITAL PROJECTS THAT WOULD REDUCE OPERATING COSTS BY SPEEDING UP RUNNING TIMES OR OTHER COST-SAVING APPROACHES (TPS/BRT IMPROVEMENTS, ETC.).**
  2. **INCREASED COVERED STORAGE FOR EXISTING MUNI RAIL VEHICLES, AND**
  3. **DESCRIPTION OF ENVIRONMENTAL PROJECTS TO NOT PREJUDICE CHOICES REGARDING VEHICLE TECHNOLOGY.**

**TO THE EXTENT THAT FLEXIBLE FUNDING IS AVAILABLE IN FUTURE YEARS, SUCH FUNDING SHOULD BE CONSIDERED FOR AN OPERATING RESERVE AND/OR RESERVE FOR LIABILITIES.**

Last meeting held: December 10, 2002

Items Discussed: Fiscal Controls; Breda Lease/Leaseback Phase 2; MOU/Labor Negotiations Follow-up; Fiscal Year 2004 Budget; Maintenance Budget; Effect of Taxi Fare Changes on Muni Budget; Schedule January Budget Meetings; Schedule January Budget Meetings; Committee Members' Questions/Information Requests

Special Meeting: **January 8, 2003**, 401 Van Ness, Room 334, 2:00 PM.

Regular Meeting: **January 14, 2003**, 401 Van Ness, Room 334, 4:00PM.

Pending Items:





January 2003 - Presentation on DPT Budget; PCO Expansion to Increase Revenue; FY 2004 Budget; Cost of Non-250-A Labor Negotiations; Select Future Months to Recess Committee.

February 2003 - FY2004 Budget; Municipal Railway Improvement Fund (MIF); Translink (Review Evaluation Report).

March 2003 - Shortfall in Capital Budget Over Coming 20 Years; Insurance Overview, Risk Management, and Effect of Proposition E; Vehicle Maintenance System/Materials Management System (VMS/MMS); 5307 Swap.

April 2003 - Quarterly Review of Revenues and Expenses; Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget.

May 2003 - Transit Impact Development Fee (TIDF)/SoMa Service Follow-up (Need to Establish Unresolved Outstanding Issues Prior to Meeting)

14. Safety, Training, and Accessibility (STAC) (Bruce Oka, STAC Chair) 7:05

Last Meeting held: October 10, 2002

Items Discussed: Enforcement of Parking Restrictions on City Sidewalks; Paratransit Group Van Service Cap

**Tentative next regular meeting: January 9, 2003, 1145 Market Street, Rm. 325, 3:00PM**

15. Review of CAC Attendance Chart, Information Requests, Recommendations and Resolutions [Attachments] (Discussion/Action) 7:10

16. Council Members' Questions and Comments (Discussion/Action) 7:15

17. MTA CAC Agenda Planning - (Discussion/Action) 7:20

Department of Parking and Traffic (DPT) Presentation: Parking Authority Overview  
Sunshine Ordinance  
Training Facilities Tour

18. Adjournment 7:30

Attachments:

Agenda Item 3 - MTA CAC Draft Minutes of June 17, 2002 and December 5, 2002

Agenda Item 5 - Calendar of Muni Awards and Special Events (January 2003)

Construction Division Rolling Agenda of Calendar Items  
commUNICations, Volume 4, Issue 9 (December 2002)

MUNI Major Capital Projects at a Glance (Revised: November 7, 2002)

Agenda Item 8 - Staff -CAC Task Force Report Discussion Draft 2 - December 2002

Agenda Item 9 - Finance and Administration - Resolution authorizing the Director of Transportation to execute an agreement between the City and County of San Francisco and the Bay Area Rapid Transit District authorizing the use of the Muni Fast Pass on BART in San Francisco until December 31, 2003, at a cost to Muni of \$0.80 per trip.

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Capital Planning & External Affairs - Requesting authorization to execute a Master Agreement with the California Department of Transportation (CalTrans) for purposes of receiving grant funds.





Agenda Item 15 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Resolutions





**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice of Cancellation of Rescheduled Regular Meeting  
for**

**Monday, January 6, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, CA**

**The rescheduled regular meeting of the Municipal Transportation  
Agency Citizens' Advisory Council was cancelled due to no  
quorum being met.**

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
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San Francisco, California

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**Committees:**

**Service Design and Marketing (SDMC)**

David Pilpel (Chair), Nia Crowder,  
Ellen Hayes, Norman Rolfe, Dorris Vincent

**Service Reliability and Quality (SRQC)**

Joan Downey (Chair), Sue Cauthen,  
Daniel Murphy, Bruce Oka, Norman Rolfe

**Engineering and Maintenance (EMC)**

Nia Crowder (Chair), Linton Stables,  
Daniel Weaver, Tom Wetzel

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen,  
Bruce Oka, David Pilpel, Tom Wetzel

**Safety, Training, and Accessibility (STAC)**

Bruce Oka (Chair), Linton Stables, Daniel Weaver

The MTA CAC may be contacted as follows:

Citizens' Advisory Council  
Municipal Transportation Agency  
401 Van Ness Avenue, Suite 334  
San Francisco, CA 94102-4524  
(415) 554-6873 Voice (415) 554-4103 Fax

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

Rescheduled Regular Meeting  
Thursday, February 13, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

- |   |      |
|---|------|
| 1. Call to Order/Roll Call  | 5:30 |
| 2. Public Comment   | 5:32 |
| 3. Review and Adopt Minutes of June 17, 2002 and December 5, 2002 (Discussion/Action)<br>[Attachment] | 5:34 |
| 4. Report of the Chair (Discussion/Action)  | 5:36 |
| 5. Staff Report (Discussion/Action) [Attachment]<br>Paul Czechowicz (MTA CAC Staff Liaison)           | 5:41 |

**Council-Initiated Items (Discussion/Action)**

- |   |      |
|---|------|
| 6. Election of MTA CAC Vice Chair (Discussion/Action)   | 5:46 |
| 7. Budget Review and Recommendations Made by the FAC, February 13, 2002 (Discussion/<br>Action) (Discussion/Action) | 5:51 |

**Committee Reports (Discussion/Action)**

- |   |      |
|---|------|
| 8. Service Design & Marketing (SDMC) (David Pilpel, SDMC Chair)<br>Last meeting held: January 30, 2003. | 6:40 |
|---|------|

**MOTION: THE MTA CAC RECOMMENDS THAT IN CONSIDERING MUNI  
SERVICE ADJUSTMENTS FOR FISCAL YEARS (FY) 2002-2003 AND  
2003-2004:**

1. TO TAKE EFFECT 29 MARCH 2003 (OR THEREAFTER), NO  
SERVICE ADJUSTMENTS SHOULD BE PURSUED WHICH DO NOT  
MAINTAIN AT LEAST POLICY HEADWAYS ON ALL ROUTES AT ALL  
TIMES OF DAY PRESENTLY SERVED (AND ANY SO IMPLEMENTED  
SHOULD BE IMMEDIATELY RESTORED).
2. TO TAKE EFFECT 7 JUNE 2003 (AND AT EVERY SIGNUP  
THEREAFTER), FUTHER SERVICE ADJUSTMENTS SHOULD BE  
AGGRESSIVELY PURSUED WHICH DO MAINTAIN AT LEAST  
POLICY HEADWAYS ON ALL ROUTES AT ALL TIMES OF DAY  
PRESENTLY SERVED, WHERE DEMAND WARRANTS. AND



**3. TO TAKE EFFECT SEPTEMBER 2003 (OR THEREAFTER), A LONGER-TERM REVIEW OF MUNI'S ROUTE NETWORK, INCLUDING MTA CAC CONSULTATION, SHOULD BE PURSUED IMMEDIATELY TO IDENTIFY THOSE DUPLICATIVE ROUTE SEGMENTS THAT COULD BE ELIMINATED AND ROUTES RESTRUCTURED TO IMPROVE SERVICE EFFICIENCY.**

Items discussed: Service Adjustments for Fiscal Year (FY) 2002-2003 and 2003-2004; Review of 78 Bayview Special, 19 Polk Reroute; Route Change Review Process and CAC Involvement; Scope/Areas of Concern in Preparation for Future Consideration of DPT Traffic Engineering Items

**Next regular meeting: February 17, 2003, 401 Van Ness, Room 334 (Conference Room 335, 5:30pm (To be rescheduled due to Martin Luther King Memorial Holiday)**

Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

**9. Service Reliability and Quality (SRQC) (Joan Downey, SRQC Chair)**

**6:45**

Last meeting held: January 24, 2003.

Items discussed: Fare Inspectors not be used for other than Proof of Payment (POP) Services; Rescue Muni J, L, M & N Lines Recommendations Follow-up; Passenger Service Report (PSR) Draft; 39 Coit Service Improvement Update.

**Tentative next regular meeting: February 24, 2003, 2002, 401 Van Ness, Room 334, 3:00 PM.**

Pending Items: 39 Coit Service Improvement, Passenger Service Report (PSR); Service Standards Review (February 2003); Cable Car Follow-up (March 2003); Stations Operations (April 2003); Bus Cleaning (May 2003)

**10. Engineering and Maintenance (EMC) (Nia Crowder, EMC Chair)**

**6:50**

Last meeting held: January 16, 2003.

**MOTION: THE MTA CAC ENDORSES A BUS PROCUREMENT POLICY THAT MOVES MUNI TOWARD THE CALIFORNIA AIR RESOURCES BOARD (CARB) NO-EMISSION STANDARD OF 2015. PURCHASES SHOULD BE GEARED TOWARD ELECTRIC DRIVE TECHNOLOGY. FURTHER, THE CAC RECOMMENDS THAT FUTURE BUS PURCHASES NOT INCLUDE COMPRESSED NATURAL GAS (CNG) FUELED SYSTEMS BECAUSE THEY WILL NEVER MEET THE 2015 NO-EMISSION STANDARD, AND HAVE FAILED THE TESTS FOR RELIABILITY AND PERFORMANCE REQUIREMENTS FOR SAN FRANCISCO. THE INFRASTRUCTURE INVESTMENT REQUIRED BY CNG CANNOT BE JUSTIFIED IN THE CURRENT ECONOMIC CLIMATE, AND WILL NOT BE USEFUL AFTER 2015.**

Items discussed: Update on Alternative Fuel Pilot Program, 2003 Agenda Items.

**Tentative next regular meeting: February 20, 2003, 1145 Market, 3<sup>rd</sup> Floor, 4:00 PM.**

11. Finance and Administration (FAC) (Daniel Murphy, FAC Chair)

6:55

Meetings held: December 10, 2002, January 8, 2003, January 14, 2003, and February 5, 2003.

Last meeting held: February 13, 2003.

Motions referred from December 10, 2002 meeting:

**a. MOTION: THE MTA CAC RECOMMENDS THAT A SUMMARY OF FISCAL CONTROLS APPLICABLE TO MUNI, DPT, AND THE MTA BE PREPARED AND MAINTAINED.**

**b. MOTION: THE MTA CAC RECOMMENDS THAT IN DEVELOPING FISCAL YEAR 2003-04 BUDGET FOR MUNI AND DPT CONSIDERATION BE GIVEN TO THE FOLLOWING PRIORITIES:**

- 1. INTERNAL EFFICIENCIES.**
- 2. MAXIMIZING OPERATING EFFICIENCIES (USE OF PART-TIME EMPLOYEES, MINIMIZATION OF SCHEDULED OVERTIME, ETC.)**
- 3. REDUCTION OF NON-SERVICE IMPACTING PROGRAMS AND ASSOCIATED STAFF.**
- 4. RE-PRIORITIZING THE CAPITAL PROGRAM TO ADVANCE LOW-COST PROJECTS THAT WOULD DECREASE OPERATING COSTS AND DEFER PROJECTS THAT WOULD INCREASE OPERATING COSTS.**
- 5. DPT SHOULD DEVELOP AND IMPLEMENT TRAFFIC ENGINEERING PROJECTS THAT WOULD REDUCE MUNI OPERATING COSTS BY SPEEDING UP RUNNING TIMES (TPS/BRT IMPROVEMENTS, SIGNAL TIMING, ETC.)**
- 6. DPT SHOULD INCREASE REVENUES FROM EXISTING SOURCES (METERS, GARAGES, ETC.) BY INCREASING RATES AND THE NUMBER OF PARKING METERS IN COMMERCIAL AREAS.**
- 7. MUNI SHOULD REDUCE TRANSIT SERVICE LEVELS PURSUANT TO PRIOR CAC PRIORITIES.**
- 8. MUNI SHOULD INCREASE FARES BY NO MORE THAN 10% OVERALL.**

**SPECIFIC BUDGET CHANGES SHOULD BE REVIEWED FURTHER WITH THE MTA CAC.**

**c. MOTION: THE MTA CAC RECOMMENDS THAT USE OF THE MUNI BREA LEASE/LEASEBACK REVENUES (FIRST TRANCHE) INCLUDE:**

- 1. LOW-COST CAPITAL PROJECTS THAT WOULD REDUCE OPERATING COSTS BY SPEEDING UP RUNNING TIMES OR OTHER COST-SAVING APPROACHES (TPS/BRT IMPROVEMENTS, ETC.).**
- 2. INCREASED COVERED STORAGE FOR EXISTING MUNI RAIL VEHICLES, AND**
- 3. DESCRIPTION OF ENVIRONMENTAL PROJECTS TO NOT PREJUDICE CHOICES REGARDING VEHICLE TECHNOLOGY.**

TO THE EXTENT THAT FLEXIBLE FUNDING IS AVAILABLE IN FUTURE YEARS, SUCH FUNDING SHOULD BE CONSIDERED FOR AN OPERATING RESERVE AND/OR RESERVE FOR LIABILITIES.

Motions referred from January 8, 2003 meeting:

- d. MOTION: THE MTA CAC RECOMMENDS THAT IN THE EVENT THAT A MUNI FARE INCREASE IS PURSUED FOR FISCAL YEAR 2004 AND BEYOND, PARKING REVENUES (METER RATES, GARAGE RATES, 7 FEES) SHOULD BE INCREASED BY NOT LESS THAN THE SAME PERCENT OVERALL**

Motions referred from February 5, 2002 meeting:

- e. MOTION: THE MTA CAC RECOMMENDS THAT PARKING METER AND PARKING GARAGE RATES BE INCREASED BY NOT LESS THAN THE PROPOSED PERCENTAGE INCREASE TO MUNI'S ADULT CASH FARE, IF ANY; BE IMPLEMENTED NO LATER THAN THE EFFECTIVE DATE OF ANY MUNI FARE INCREASE; AND THAT CONSIDERATION BE GIVEN TO AMENDING TRAFFIC CODE SECTION 213 TO PROVIDE MUNI A HIGHER AMOUNT OR PERCENTAGE OF PARKING METER REVENUES.**
- f. MOTION: THE MTA CAC RECOMMENDS THAT THE FOLLOWING CHANGES BE MADE TO THE PROPOSED MUNI FARE INCREASE (CHANGES IN BOLD):**

Fare Type	Present	Proposed	CAC
Adult Cash	\$ 1.00	\$ 1.25	\$ 1.25
Adult Token	\$ .80 (\$8/10)	\$ 1.05 (\$10.50/10)	<b>\$ 1.00</b> <b>(\$10.00/10)</b>
Adult Transfers	Free	Free	Free
Adult Weekly Pass	\$ 9.00 (9)	\$12.00 (9.6)	<b>\$11.25 (9)</b>
Adult Monthly Pass	\$35.00 (35)	\$43.73 (35)	<b>\$40.00 (32)</b>
Youth Cash	\$ .35	\$ .45	<b>\$ .65</b>
Youth Tickets	\$ .35 (\$5.25/15)	\$ .45? (\$6.75/15?)	<b>\$ .65</b> <b>(\$13/20)</b>
Youth Transfers	Free	Free	Free
Youth Monthly Pass	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$17.00</b> <b>(26.15)</b>
Senior Citizen Discount Cash	\$ .35	\$ .45	<b>\$ .50</b>
Senior Citizen Discount Transfers	Free	Free	Free



Fare Type	Present	Proposed	CAC
Senior Citizen Discount Monthly Pass/Sticker	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$13.00 (26)</b>
Cable Car Cash	\$ 2.00	\$ 3.00	<b>\$3.00</b>
Cable Car Souvenir Cards	\$ 2.00	\$ 3.00?	<b>\$3.00</b>
Cable Car Transfers	N/A	N/A	<b>Free</b>
Adult Weekly Pass +	\$ 1.00	\$ 2.00?	<b>\$1.25</b>
2 Adult Tokens or 1 Adult Token +	\$ 1.00	\$ 2.00?	<b>\$1.25</b>
Youth Cable Car 9P-7A	\$ 2.00	\$ 3.00	<b>\$1.25</b>
Senior Citizen Discount Cable Car 9P-7A	\$ 1.00	\$ 1.50?	<b>\$1.25</b>
1-Day Passport	\$ 6.00	\$ 9.00	<b>\$7.00/7.50</b>
3-Day Passport	\$10.00	\$15.00	<b>\$15.00</b>
7-Day Passport	\$15.00	\$20.00	<b>\$20.00/21.00</b>

**g. MOTION: THE MTA CAC RECOMMENDS THAT THE FOLLOWING ADDITIONAL STEPS BE TAKEN IN CONJUNCTION WITH THE PROPOSED FARE INCREASES:**

- ADULT WEEKLY PASS AND TOKEN SALES LOCATIONS SHOULD BE EXPANDED CITYWIDE AND BETTER PUBLICIZED,
- CABLE CAR TRANSFERS SHOULD BE RESTORED,
- SPECIAL EVENT (CANDLESTICK PARK AND BAY-TO-BREAKERS) FARES SHOULD BE REVIEWED FOR POTENTIAL INCREASES, AND
- AVERAGE REVENUE FROM REGIONAL FARE INSTRUMENTS SHOULD BE INCREASED TO \$35.00/MONTH.

**h. MOTION: THE MTA CAC RECOMMENDS THAT THE FARE INCREASE PROPOSAL SHOULD BE PACKAGED SEPARATELY FROM (AND INCLUDED IN) THE FY2003-04 BUDGET AND PROPOSED TO THE BOARD OF SUPERVISORS WITH AN IMPLEMENTATION DATE OF JUNE 1, 2003.**

Items discussed:

**December 10, 2002:** Fiscal Controls; Breda Lease/Leaseback Phase 2; MOU/Labor Negotiations Follow-up; Fiscal Year 2004 Budget; Maintenance Budget; Effect of Taxi Fare Changes on Muni Budget; Schedule January Budget Meetings.

**January 8, 2003:** Effect of Taxi Fare Changes on Muni Budget; Fiscal Year 2004 Budget, Schedule January Budget Meetings.

- January 14, 2003:** Presentation of Department of Parking & Traffic Budget; Parking Control Officers (PCOs) Expansion to increase Revenue; Fiscal Year 2004 Budget (continued); Fare Change Proposals.
- February 5, 2003:** Fiscal Year 2003 Budget; Fiscal Year 2004 Budget; Fare Change Proposals, Including Paratransit Fares; Impact of Service Adjustments on Budget; Review of Previous Year's Budget Recommendations.
- February 13, 2003:** Fiscal Year 2003 Budget, Including Deficit Closure Plan and Force Reductions; Fiscal Year 2004 Muni Budget; Fiscal Year 2004 Department of Parking & Traffic Budget; Parking Revenues; Review of Service Design & Marketing Recommendations forwarded to FAC; Review of Previous Year's Budget Recommendations.

**Tentative next regular meeting: March 11, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:15 PM.**

Pending Items:

**March 2003:** Shortfall in Capital Budget Over Coming 20 Years, Insurance Overview, Risk Management, and Effect of Proposition E, Vehicle Maintenance System/Materials Management System (VMS/MMS), 5307 Swap, Municipal Railway Improvement Fund (MIF), Translink (evaluation report to review?)

**April 2003:** Quarterly Review of Revenues and Expenses, Fiscal Year 2001/2002 Audits (Metro East land acquisition accounting), Maintenance Budget.

**May 2003:** Transit Impact Development Fee (TIDF)/SoMa Service follow-up.

12. Safety, Training, and Accessibility (STAC) (Bruce Oka, STAC Chair) 7:05

Last Meeting held: January 21, 2003

Items Discussed: Follow-up on Executive Director Municipal Transportation Agency's Response to MTA CAC Recommendation on Reconfiguration of the Phelan Loop, Update on Paratransit Group Van Service Cap; Follow-up on Executive Director Department of Parking and Traffic Response to MTA CAC Request For Development of Two Sidewalk Parking Enforcement Program Proposals

**Tentative next regular meeting: February 18, 2003, 401 Van Ness, Room 334, 4:00 PM.**

13. Review of CAC Attendance Chart; Information Requests, Recommendations, Resolutions, and Incoming Correspondence Matrixes [Attachments] (Discussion/Action) 7:10
14. Council Members' Questions and Comments (Discussion/Action) 7:15
15. MTA CAC Agenda Planning - (Discussion/Action) 7:20  
 Review of MTA CAC Revised Administrative Procedures  
 Department of Parking and Traffic (DPT) Presentation: Parking Authority Overview  
 Sunshine Ordinance Training  
 Facilities Tour
16. Adjournment 7:30



Attachments:

Agenda Item 3 - MTA CAC Draft Minutes of June 17, 2002 and December 5, 2002

Agenda Item 5 - Paul Czechowicz (MTA CAC Staff Liaison) Memorandum of February 13, 2003  
(with attachments)

Agenda Item 14 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence





Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco

**FINAL MINUTES**

**of**

**Rescheduled Regular Meeting**

**Thursday February 13, 2003, 5:30 p.m.**

**401 Van Ness Avenue, Room 334 (Conference Room)  
San Francisco, CA**

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1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (MTA CAC Chair) called the meeting to order at 5:40 p.m.

**MTA CAC Members Present:** Daniel Murphy, Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver, Tom Wetzel.

**Muni Staff Present:** Paul Czechowicz (MTA CAC Staff Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Public Comment** (Agenda Item 2). Mr. Murphy called for public comment on any item within the jurisdiction of the Council but not on the agenda. No comment was given at this time.

3. **Review and Adopt Minutes of June 17, 2002 and December 5, 2002** (Agenda Item 3 - Discussion/Action). Linton Stables moved the following motion, which was seconded by Dorris Vincent:

**MOTION TO ADOPT: THAT THE DRAFT MINUTE OF JUNE 17, 2002 AND DECEMBER 5, 2002 ARE ACCEPTED.**

**Motion to Adopt carried with 13 yes votes and 1 member absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Mr. Murphy welcomed Steve Ferrario who was recently appointed to the Council by Supervisor Bevin Dufty. Mr. Ferrario provided the Council a brief background of his experience that included having served on the Board of Directors of the Market Street Railways for five years. The Chair directed each Council Member to introduce themselves including Muni Staff in attendance. Mr. Murphy commented that Mr. Ferrario had attended the Council's



Finance and Administration Committee (FAC) meeting earlier today. The Chair remarked that Mr. Ferrario expressed an interest in serving as a member of the Council's Engineering and Maintenance Committee (EMC), and that it is the Chair's intent to appoint Mr. Ferrario, effective immediately, to the Committee. Noting no objections, the Chair confirmed Mr. Ferrario appointment. Mr. Murphy commented on his having attended the special meeting of the Municipal Transportation Agency (MTA) Board that was held on Tuesday, February 11, 2003. He stated that events of the meeting pertained mainly to the budget and fares. He deferred further discussing the Board's comments until Agenda Item 7 was before the Council. The Chair informed the Council that as an outcome of today's FAC meeting the Committee attempted to integrate the Board's concerns into its recommendations and that Council members would consider this matter under Agenda Item 7.

**5. Staff Report** (Agenda Item 5 - Discussion/Action). Paul Czechowicz (MTA CAC Staff Liaison) stated that the staff report was distributed with the Council's packets. Mr. Czechowicz requested that Council Members contact the Council's Secretary and verify information listed in the Council's Appointing Officer Matrix of February 7, 2003.

**6. Election of MTA CAC Vice-Chair** (Agenda Item 6 - Discussion/Action). Mr. Murphy stated that Nia Crowder contacted him stating that she would arrive at about 6:15pm. With the verbal consent of the Council, the Chair stated that Agenda Item 6 would be continued contingent on Ms. Crowder's arrival.

**7. Budget Review and Recommendations Made by the FAC, February 13, 2002** (Agenda Item 7 - Discussion/Action). The Chair stated that the FAC recommendations handed out just prior to the Council convening would be considered in conjunction with the recommendations (motions) listed in Agenda Item 11. Mr. Murphy commented that the Council is aware of Muni's budget crisis, which is in a very serious deficit situation. Proposals to raise fares and make other difficult budgetary cuts are being considered. At the Chair's request, Mr. Czechowicz provided Council members background information regarding both the Fiscal Years 2003 and 2004 budgets. Mr. Czechowicz stated that it is his understanding that a way to balance the budget for Fiscal Year 2003 had been found. Possible layoffs of approximately 25 Union positions within Locals 790, 1414 and 200 could be cut. The reductions would mostly likely occur in the area of clerical support, car cleaning and specifically two janitorial positions. Unions that did not previously agree to participate in the 2% retirement contribution to save the City money could quite possibly experience layoffs. A proviso of the agreement was that no layoffs of participating Unions members would be affected. A balance budget was present for next year (Fiscal Year 2004) with still some \$7M that would have to be gained through Unions negotiations. Mr. Czechowicz expressed the opinion that if the savings cannot be achieved through negotiations with the Unions additional layoffs might occur. He added that all discretionary spending has been removed from the budget and provided examples as to how this was achieved,



i.e., the sale of all non-revenue sedan type vehicles coupled to no vehicle purchases in the coming year.

The Chair commented that at today's FAC meeting, the Committee was informed that there is a significant parking component in the attempt to close the budget gap that includes increases in parking garage and meter rates, and possibly fines. The proposal to increase parking meter rates and fines would have to be presented before the Board of Supervisors, but the MTA Board has sole discretion in raising parking garage rates of City owned garages. Both Muni and the Department of Parking and Traffic (DPT) budget staff represented to the FAC that budget cuts have been made as far as possible without essentially cutting into service. However, there is a small service adjustment component associated with balancing the budget and anything beyond these measures would involve additional layoffs, and reduce street service and maintenance.

In response to Ellen Hayes' question regarding policy decisions in reducing overtime and use of part-time operators, Mr. Murphy stated that overtime is being cut considerably. David Pilpel expressed the opinion that unscheduled overtime for operators, supervisory, maintenance and administrative positions has been reduced dramatically, and the use of part-time retirees is being eliminated.

Addressing Dorris Vincent's concerns regarding relief drivers failing to report to work, continuing service, and limiting overtime, Mr. Czechowicz explained that over the years finding indicates that if drivers are paid overtime to fill missing work there is a higher degree of absenteeism by allowing drivers to choose days off and work overtime to makeup the days because other drivers were absent. As overtime is limited, it has been found that the absentee rate improves and actually less overtime is use to take care of the service that is missed. Mr. Czechowicz stated that some overtime will be necessary, but the use of overtime has been greatly reduced. The Chair commented that Muni has taken undertaken as part of Proposition E a number of programs to reduce unscheduled absenteeism and those programs have been seen successes.

Mr. Murphy extended his thanks to the members of the FAC for their efforts in developing the Committee's recommendations and for attending a number of additional Committee meetings. The Chair then called for Agenda Item 11.

**Finance and Administration (FAC)** (Agenda Item 11 - Committee Report - Discussion/ Action). The Chair asked Mr. Pilpel to provide the Council background information concerning Motion a. Mr. Pilpel stated that the fiscal controls that are applicable to Muni, DPT and MTA are a combination of the Charter, the Administrative Code, and various purchasing and personnel procedures. He commented that it is not a simple act to review how decisions are made in terms of finances, and it was his feeling and the recommendation of the Committee that a simplified document should be



prepared that officially reflect those processes on a high-level pertaining to contract approval. Mr. Murphy commented that the Finance Staff is in agreement with the recommendation, however, staff has commented that the issue is not an immediate concern.

Motion referred from the December 10, 2002 FAC meeting:

**MOTION a: THE MTA CAC RECOMMENDS THAT A SUMMARY OF FISCAL CONTROLS APPLICABLE TO MUNI, DPT, AND THE MTA BE PREPARED AND MAINTAINED.**

**Motion a carried with 11 yes votes. 3 members were absent.**

(Daniel Murphy, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**. Norman Rolfe, Sue Cauthen; Nia Crowder **absent**.)

**MOTION b: THE MTA CAC RECOMMENDS THAT IN DEVELOPING FISCAL YEAR 2003-04 BUDGET FOR MUNI AND DPT CONSIDERATION BE GIVEN TO THE FOLLOWING PRIORITIES:**

- 1. INTERNAL EFFICIENCIES.**
- 2. MAXIMIZING OPERATING EFFICIENCIES (USE OF PART-TIME EMPLOYEES, MINIMIZATION OF SCHEDULED OVERTIME, ETC.)**
- 3. REDUCTION OF NON-SERVICE IMPACTING PROGRAMS AND ASSOCIATED STAFF.**
- 4. RE-PRIORITIZING THE CAPITAL PROGRAM TO ADVANCE LOW-COST PROJECTS THAT WOULD DECREASE OPERATING COSTS AND DEFER PROJECTS THAT WOULD INCREASE OPERATING COSTS.**
- 5. DPT SHOULD DEVELOP AND IMPLEMENT TRAFFIC ENGINEERING PROJECTS THAT WOULD REDUCE MUNI OPERATING COSTS BY SPEEDING UP RUNNING TIMES (TRANSIT PREFERENTIAL STREETS [TPS]/BUS ROUTE TRANSIT [BRT] IMPROVEMENTS, SIGNAL TIMING, ETC.)**
- 6. DPT SHOULD INCREASE REVENUES FROM EXISTING SOURCES (METERS, GARAGES, ETC.) BY INCREASING RATES AND THE NUMBER OF PARKING METERS IN COMMERCIAL AREAS.**
- 7. MUNI SHOULD REDUCE TRANSIT SERVICE LEVELS PURSUANT TO PRIOR CAC PRIORITIES.**
- 8. MUNI SHOULD INCREASE FARES BY NO MORE THAN 10% OVERALL.**

When presenting Motion b to the Council for consideration, the Chair made minor administrative changes to the motion by correcting the spelling of cost in #4, adding the full description to the abbreviations TPS and BRT, and changing "THAT" to "THAN" in #8. The Chair omitted the final sentence, "SPECIFIC BUDGET CHANGES SHOULD BE REVIEWED FURTHER WITH THE MTA CAC." Mr. Murphy indicated that the FAC made this recommendation in December. The Chair commented that the FAC, essentially, decided that the situation is more dyer than previous. Motion b had been superseded somewhat by the FAC.'S recommendation to adopt a \$1.25 cash fare as described in a later motion (see Motion f).

Mr. Pilpel moved to amend #8 of Motion b as follows:

**Amendment to #8 of Motion b: MUNI SHOULD INCREASE FARES BY NO MORE THAN 25%.**

The Chair called for a second to the Amendment to #8 of Motion b. Noting that the Amendment to #8 of Motion b was not seconded, the Chair called for discussion on the amendment. Mr. Wetzel stated that since the Council would be considering a separate motion regarding fares the discussions on fares should be concentrated in one motion. Mr. Wetzel moved the following Amendment to Motion b, which was seconded by Mr. Rolfe:

**Amendment to Motion b: DELETE #8 OF MOTION b - "MUNI SHOULD INCREASE FARES BY NO MORE THAN 10% OVERALL."**

Mr. Pilpel withdrew his Amendment to #8 of Motion b in favor of the Amendment to Motion b. Noting no further discussion, the Chair called for a vote on the Amendment to Motion b.

**The Amendment to Motion b carried with 13 yes votes and 1 member absent.** (Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

Closing discussion on Motion b, the Chair called for a vote on Motion b as amended.

**Motion b carried with 13 yes votes and 1 member absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

**MOTION c: THE MTA CAC RECOMMENDS THAT USE OF THE MUNI BRED  
LEASE/LEASEBACK REVENUES (FIRST TRANCHE) INCLUDE:**

- 1. LOW-COST CAPITAL PROJECTS THAT WOULD REDUCE OPERATING COSTS BY SPEEDING UP RUNNING TIMES OR OTHER COST-SAVING APPROACHES (TPS/BRT IMPROVEMENTS, ETC.).**
- 2. INCREASED COVERED STORAGE FOR EXISTING MUNI RAIL VEHICLES, AND**
- 3. DESCRIPTION OF ENVIRONMENTAL PROJECTS TO NOT PREJUDICE CHOICES REGARDING VEHICLE TECHNOLOGY.**

**TO THE EXTENT THAT FLEXIBLE FUNDING IS AVAILABLE IN FUTURE YEARS, SUCH FUNDING SHOULD BE CONSIDERED FOR AN OPERATING RESERVE AND/OR RESERVE FOR LIABILITIES.**

The Chair presented Motion c and commented that the language in #3 to the Motion c is a little obtuse. The descriptions of environmental projects under the proposed use of the Breda Lease/Leaseback revenues include a contribution to a Combined Natural Gas (CNG) fueling facilities. Mr. Murphy commented that the Council is on record strongly opposing CNG buses. The Chair stated, depending on what Alternative Fuels Technology Muni will adopt and the Transportation Agency (TA) will fund, #3 to Motion c addresses the infrastructure for future alternative fuels bus acquisition. Mr. Pilpel commented that this item has already passed the MTA Board. Mr. Pilpel commented that although it is not a customary practice of the Council to copy the Mayor's Office and the Board of Supervisors, he requested that a copy of the motion be sent to the Mayor and the Board of Supervisors. Mr. Pilpel added that this item is currently in the Mayor's Office and will still be germane at the Board of Supervisors. The Chair indicated that without objections copies would be forwarded per Mr. Pilpel's request.

Closing discussion on Motion c, the Chair called for a vote.

**Motion c carried with 13 yes votes and 1 member absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver, and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

Motion referred from the January 8, 2003 FAC meeting:

**MOTION d: THE MTA CAC RECOMMENDS THAT IN EVENT A MUNI FARE INCREASE IS PURSUED FOR FISCAL YEAR 2004 AND BEYOND, PARKING REVENUES (METER RATES, GARAGE RATES, AND**



**FEES) SHOULD BE INCREASED BY NOT LESS THAN THE SAME PERCENT OVERALL.**

When presenting Motion d to the Council for consideration, the Chair made minor administrative changes; deleting the word "THAT" following the word "EVENT", changing "7" to the word "AND" following "GARAGE RATES", and corrected the spelling of "THAN" from "THATN" following the word "LESS". The Chair commented that the motion is self-explanatory - if the Muni fare is to increase by some specific percent then parking revenues should be increased by the same percent as the fare increase.

During discussion of motion d, Mr. Wetzel expressed the opinion that the increased revenue is not tied to Muni. He explained that if the fares increase in and of themselves is being considered the solution to Muni's budget problem then the question could be raised as to why the parking rates are being increased. Mr. Wetzel stated that he preferred raising the parking rates as a substitute for raising the fares. The Chair commented that the object of the motion is to not encourage a mode shift by raising Muni fares by 25% and raising garage fares by 5% which would create an economic incentive to drive. Ms. Downey stated that her understanding is that both increases are needed to bridge the deficit. Mr. Murphy explained that the DPT Finance Staff suggests that there is a finite amount of revenue relative to parking garages. City garages compete with private garages in regard to the marketing of parking spaces. The Chair reminded the Council that DPT Staff presentations included the opinion that some City garages are closer to their market rate than others and that there are different levels of elasticity concerning parking garage demands. The DPT is not proposing across the board increases, but would affect garage rate increases on a case-by-case basis. By raising parking garage rates beyond what the Department proposes losses in revenue could result from drivers shifting to available parking spaces in private garages.

Mr. Rolfe expressed the view that Motion e is a more comprehensive version of Motion d and suggested that both motions be consolidated.

FAC motion referred from February 5, 2002 meeting:

**MOTION e: THE MTA CAC RECOMMENDS THAT PARKING METER AND PARKING GARAGE RATES BE INCREASED BY NOT LESS THAN THE PROPOSED PERCENTAGE INCREASE TO MUNI'S ADULT CASH FARE, IF ANY; BE IMPLEMENTED NO LATER THAN THE EFFECTIVE DATE OF ANY MUNI FARE INCREASE; AND THAT CONSIDERATION BE GIVEN TO AMENDING TRAFFIC CODE SECTION 213 TO PROVIDE MUNI A HIGHER AMOUNT OR PERCENTAGE OF PARKING METER REVENUES.**

Mr. Pilpel moved the following Amendment to Merge and Amend Motions d and e:

**AMENDMENT TO MERGE AND AMEND MOTIONS d AND e:**

**THE MTA CAC RECOMMENDS THAT IN EVENT A MUNI FARE INCREASE IS PURSUED FOR FISCAL YEAR 2004 AND BEYOND, PARKING REVENUES (METER RATES, GARAGE RATES, AND FEES) SHOULD BE INCREASED BY NOT LESS THAN THE SAME PERCENT OVERALL; PARKING METER AND PARKING GARAGE RATES BE INCREASED BY NOT LESS THAN THE PROPOSED PERCENTAGE INCREASE TO MUNI'S ADULT CASH FARE, IF ANY; BE IMPLEMENTED NO LATER THAN THE EFFECTIVE DATE OF ANY MUNI FARE INCREASE; AND THAT CONSIDERATION BE GIVEN TO AMENDING TRAFFIC CODE SECTION 213 TO PROVIDE MUNI A HIGHER AMOUNT OR PERCENTAGE OF PARKING METER REVENUES.**

Indicating no further discussion, the Chair stated that there was no objection to the Amendment to Merge and Amend Motions d and e and called for a vote.

**The Amended Merged and Amend Motions d and e carried with 13 yes votes and 1 member absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

**MOTION f: THE MTA CAC RECOMMENDS THAT THE FOLLOWING CHANGES BE MADE TO THE PROPOSED MUNI FARE INCREASE (CHANGES IN BOLD):**

Fare Type	Present Cost	Proposed Cost	CAC Recommendation
Adult Cash	\$ 1.00	\$ 1.25	<b>\$ 1.25</b>
Adult Token	\$ .80 (\$8/10)	\$ 1.05 (\$10.50/10)	<b>\$ 1.00 (\$10.00/10)</b>



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<b>Fare Type</b>	<b>Present Cost</b>	<b>Proposed Cost</b>	<b>CAC Recommendation</b>
Adult Transfers	Free	Free	Free
Adult Weekly Pass	\$ 9.00 (9)	\$12.00 (9/6)	<b>\$11.25 (9)</b>
Adult Monthly Pass	\$35.00 (35)	\$43.73 (35)	<b>\$40.00 (32)</b>
Youth Cash	\$ .35	\$ .45	<b>\$ .65</b>
Youth Tickets	\$ .35 (\$5.25/15)	\$ .45 (\$6.75/15)	<b>\$ .65 (\$13/20)</b>
Youth Transfers	Free	Free	Free
Youth Monthly Pass	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$17.00 (26.15)</b>
Senior Citizen Discount Cash	\$ .35	\$ .45	<b>\$ .50</b>
Senior Citizen Discount Transfers	Free	Free	Free
Senior Citizen Discount Monthly Pass/Sticker	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$13.00 (26)</b>
Cable Car Cash	\$ 2.00	\$ 3.00	<b>\$ 3.00</b>
Cable Car Souvenir Cards	\$ 2.00	\$ 3.00?	<b>\$ 3.00</b>
Cable Car Transfers	N/A	N/A	<b>Free</b>
Adult Weekly Pass +	\$ 1.00	\$ 2.00?	<b>\$ 1.25</b>
2 Adult Tokens or 1 Adult Token +	\$ 1.00	\$ 2.00?	<b>\$ 1.25</b>

<b>Fare Type</b>	<b>Present Cost</b>	<b>Proposed Cost</b>	<b>CAC Recommendation</b>
Youth Cable Car 9P-7A	\$ 2.00	\$ 3.00	<b>\$ 1.25</b>
Senior Citizen Discount Cable Car 9P-7A	\$ 1.00	\$ 1.50	<b>\$ 1.25</b>
1-Day Passport	\$ 6.00	\$ 9.00	<b>\$ 7.00/7.50</b>
3-Day Passport	\$10.00	\$15.00	\$15.00
7-Day Passport	\$15.00	\$20.00	<b>\$20.00/21.00</b>

Responding to a point of clarification from Mr. Stables regarding the parenthetic annotations listed in Motion f, the Chair stated that the numbers in parentheses represent the multiple number of cash fare rides associated as incentives for pricing respective Fare Type.

Presenting Motion f, the Chair stated that the proposed fare increase had change resulting from the Special meeting of the MTA Board, Tuesday, February 11th. Board members were in agreement that they would oppose the proposed increase in Youth Cash fare of \$0.45 and recommended that the fare remain at \$0.35. The Board expressed the opinion that the Adult Monthly Pass proposed increased should be \$45.00 instead to \$43.75. The Board sited that the Commuter Check Program issues Commuters Checks in \$5.00 increments and the Board was of the consensus that a round number would ease vendors processing, as well as, offset the lost of potential revenue from not increasing the Youth Cash fare.

In response to Ms. Downey's inquiry as to why the Committee was recommending the Youth Cash fare be higher that the Senior Citizen Discount Cash fare, Mr. Pilpel commented that most of the other transit agencies around the bay area youth fare are either set at 75 or 80% of the adult fare - placing the fare somewhere between the Senior Citizen Discount and Adult Cash fares. Muni has historically priced Youth Cash fares closely to Senior Citizen Discount fares and has discounted Youth Cash fare even been below 50% of an Adult Cash fare. The Committee's reason for recommending an increase in the Youth Cash fare is to bring the fare more in alignment with other bay area transit agencies youth fares.

Mr. Oka commented that his understanding of the Board's opinion to not increase the Youth Cash fare reflects their concerns that young people will not be able to afford transportation to and from school on a regular basis, which would create absentee issues in our schools, and the financial impact it would have on parents.

Ms. Hayes asked what is the incentive to purchasing an Adult Monthly Pass if the Adult Token fare is only a \$1.00? Mr. Murphy responded that an individual would have to frequently ride Muni before switching from token to pass becomes cost effective. He commented that the token is not as widely used because of little public knowledge of them and their limited distribution. The motivation of the FAC in recommending that the Adult Token fare be kept somewhat lower than the Adult Cash fare was that the Adult Token fare is the only discount fare instrument for riders who do not purchase an Adult Monthly Pass and their frequency in riding is less than the cost-effective ride value a pass offers. Ms. Downey expressed her concerns regarding Proof of Payment issues and possible delays in boarding could result from the potential increased in tokens use. She suggested that the Council recommend that the Adult Token fare be raised to encourage use of the fast pass. Mr. Wetzel expressed his concerns that individuals in the lowest income strata or those who are employed part-time with irregular workdays will have to pay a higher fare. The Chair pointed out that the FAC proposal recommends a lower Adult Weekly Pass rate than that proposed by Muni.

Mr. Murphy directed the Council members' attention to Motion g, which communicates expanding, and better publicizing the Adult Weekly Pass and Adult Token sales locations. Mr. Weaver stated that another group of people the tokens help are those who do not need to use Muni every day and it appears they are being forced into a category of buying more transit service than needed. The Chair agreed that an increase in the Adult Token fare would have an impact on such individuals, but seniors receive a better value in paying the Senior Citizen Discount Cash fare. Mr. Pilpel cautioned that one of the unintended consequences of not increasing the Adult Token fare is quite possibly more Muni riders will begin to use tokens. He expressed the opinion that a fare increase to the Adult Monthly Pass should not exceed \$40.00 and the pricing of tokens should be established with a value between that of an Adult Cash fare and a fast pass allowing incentive for fast pass use. Should an increase in token use be anticipated, Muni should ensure that an adequate supply is on hand. Mr. Murphy stated that he believes that it is ultimately Muni's intent to discontinue the use of tokens replacing them with Translink sometime in a year to two years.

Mr. Weaver requested an explanation as why the proposal recommends raising the tokens 25% but the fast pass increase is less than 25%. The Chair responded that the difference was designed to encourage fast pass use. As a prepaid fare instrument the use of fast passes would speed boarding, allow Muni to collect interest on deposited revenues from the fast pass sales, and lessen the overhead cost associated with revenue accountings. Mr. Wetzel pointed out that overhead cost would still be



associated with token revenue collection. Ms. Downey commented that service increases would be achieved through incentives associated with fast pass use. Mr. Pilpel stated that the original proposal was to price tokens at \$1.12 or \$11.25 per pack of ten. The Committee amended its original proposal based on the concerns expressed by Mr. Wetzel. Mr. Pilpel commented that it is his belief that on an equitable basis the price of tokens should be \$11.25 for a pack of ten. Pricing tokens at this rate represents a 10% discount off the Adult Cash fare and the fast pass pricing would reflect a 20% discount off the Adult Cash fare using 32 rides as a means.

Mr. Ferrario commented that in reconciling Motion f with the Muni proposed budget for 2004, he noticed that the Adult Weekly Pass was not listed in the proposed budget documents. The Chair responded that it is suspected that the omission is just an oversight. The Adult Weekly Pass is a component of the proposed fare increase. Mr. Pilpel stated that the copy of the proposed budget Mr. Ferrario was referencing is just a high level summary.

Mr. Wetzel stated that he does not support Motion f. Commenting that fare subsidization is part of the social wage, essentially raising the fare amounts is a cut in pay for workers in the City and residents in the lower income segment would be adversely affected. He expressed the opinion that before increasing fares there needs to have been much more thought as to way to avoid a fare increase than expressed in dialogue with Muni Staff. Other ways of raising revenue should have been considered when Proposition E was drafted. Proposition E does not specify any additional funding sources for Muni. Merely base lining the budget does nothing in avoiding these financial crises. In the early 90's Muni experienced a similar financial crisis. Mr. Wetzel expressed the opinion that instead of raising fares additional tax sources for Muni needs to be identified.

Mr. Cimento inquired as to the fare proposal before the Council reflecting documented net revenue figures. Mr. Czechowicz responded that he understood that the net revenue was about \$15M as presented in the proposal Staff made, but he had no information regarding the net revenue associated with the proposal currently before the Council. Mr. Cimento then asked if Muni knows how much additional or less revenue the proposal would generate based on the FAC recommendations. Mr. Murphy stated that the exact numbers are not available because a series of involved calculations would have to be performed which are beyond the Committee's capacity to generate. Mr. Murphy stated that the proposal generates less revenue mainly because of the recommended \$40.00 Adult Monthly Pass fare increase. The anticipated revenue difference would be obtained from increased parking revenue based on the Council proposing more aggressive parking enforcement.

Mr. Cimento indicated that he could not support the motion without knowing at least an estimate of the revenue impact. He expressed his curiosity as to how the Council could



propose a fare structure without considering what the purpose of the fare structure is which is revenue generation for Muni. The Chair explained that the consensus of the Committee was to provide some direction in terms of the fare schedule that essentially states that the lower ride multiple is desired concerning monthly passes fare increases.

Mr. Pilpel stated that Muni's fare proposal estimates a revenue generation of \$18M annually or \$15M for the ten months proposed. Mr. Pilpel expressed the belief that the proposal before the Council would generate annually between two and three million dollars less. He commented that one of the ways the difference in revenue would be accomplished is through implementing the fare increase earlier as indicated in Motion h. Mr. Cimento questioned if the figures Mr. Pilpel provided were based on actual calculation. Mr. Pilpel stated considering the type of projections the revenues under the proposal are within range.

Mr. Weaver expressed his pleasure with the idea of implementing the new fare schedule conjointly with the new fiscal year rather than waiting till September. The Chair commented that Muni is reluctant to move the fare schedule implementation date to June as the Board of Supervisors would consider it separate from the budget and any adjustments made by the Board of Supervisors would affect Muni's ability to balance its budget.

The Chair indicated that Motion f is before the Council and called for the consideration of any amendments to the motion.

Ms. Vincent moved the following Amendment to Motion f, which was seconded by Mr. Wetzel:

**AMENDMENT 1 TO MOTION f: THAT THE YOUTH CASH FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$ .65 TO \$ .35.**

The Chair having noted no further discussion of Amendment 1 to Motion f a vote was called.

**Amendment 1 to Motion f carried with 12 yes votes, 1 no vote, 1 absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver, and Tom Wetzel **voted yes**; David Pilpel **voted no**; Nia Crowder **absent**.)

Mr. Pilpel moved the following Amendment to Motion f:

**AMENDMENT 2 TO MOTION f: THAT THE YOUTH TICKETS FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$ .65 (\$13/20) TO \$ .35 (\$5.25/15).**

The Chair called for objections to Amendment 2 to Motion f; no objections were made.

**AMENDMENT 3 TO MOTION f: THAT THE YOUTH MONTHLY PASS FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$17.00 (26.15) TO \$10.00 (22.22).**

The Chair called for objections to Amendment 3 to Motion f; no objections were made.

The Chair queried the Council for any further amendments. Ms. Cauthen stated that having reviewed the Senior Citizen Discount Cash Fare Type it appears that the proposed FAC increase from \$0.35 to \$0.50 appears to be quite substantial considering many are existing on fixed income.

With the concurrence of Mr. Pilpel who drafted motion f, the Chair directed that the Fare Types in the proposal identified as "Senior Citizen" should be annotated accordingly as "Senior/Disabled" in that the fare is also applicable to disabled patrons.

The Chair called for discussions of the Senior/Disabled Discount Cash Fare Type.

Mr. Oka stated that he attended the special meeting of the MTA Board on Tuesday and listened to all the speakers that spoke in favor of leaving the senior and disabled fare at \$0.35. Mr. Oka expressed empathy regarding the concerns of the Senior Action Network's and many of the other special interests that commented that any increase in fare would cause significant financial hardships. He stated that intense discussions have occurred at the paratranist level relevant to the proposed Muni increase in senior and disabled fares. Since Muni has indicated that the additional revenue from fare increases in senior and disabled cash fare would be earmarked for paratransit services, Mr. Oka stated that he would support the fare increase. Without such an infusion of funding the level of paratransit services currently achieved is in jeopardy. Mr. Oka strongly expressed the opinion that everyone has to share the cost associated with the current deficit. Mr. Pilpel expressed his agreement with Mr. Oka's comments.

Mr. Ferrario stated that Muni/MTA has sort of joined the senior disabled cash fares along with the youth fares pertaining to their structuring. Referencing a document that had been distributed at the FAC meeting that had been held just prior to the today's Council meeting, he quoted, "In the event that the Youth Cash Fares are kept at \$0.35 Senior/Disabled Cash Fares can be still be raised to \$0.45." Mr. Ferrario expressed his



support of the proposed Muni increase in Senior Citizen/ Disabled Discount Cash Fare not exceed \$0.45. Mr. Ferrario was in agreement with Ms. Cauthen's opinion and stated that the additional \$0.10 does provide support of the paratransit program. Ms. Cauthen stated that since she broached the concerns a compromise of \$0.45 would be an acceptable fare amount.

The Chair indicated that Ms. Cauthen moved the following Amendment to Motion f and recognized Ms. Hayes as having seconded the motion:

**AMENDMENT 4 TO MOTION f: THAT THE SENIOR/DISABLED DISCOUNT CASH FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$ .50 TO \$ .45.**

The Chair then called for a vote on Amendment 4 to Motion f.

**Amendment 4 to Motion f carried with 13 yes votes and 1 member absent.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver and Tom Wetzel **voted yes**; Nia Crowder **absent**.)

The Chair indicated that Mr. Rolfe moved the following Amendment to Motion f and recognized Ms. Cauthen as having seconded the motion:

**AMENDMENT 5 TO MOTION f: THAT THE SENIOR/DISABLED DISCOUNT MONTHLY PASS/STICKER FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$13.00 (26) TO \$10.00 (22.22).**

The Chair called for discussion on Amendment 5 to Motion f.

Mr. Pilpel suggested a \$12.00 increase instead of \$10.00. He expressed concern that the monthly-to-cash fare multiples need to be kept in the pricing range of 30 to 32 multiple rides. Ms. Cauthen reiterated her concerns of seniors having fixed incomes and expressed her agreement with Muni's Senior/Disabled Discount Monthly Pass/Sticker proposed increase of \$10.00. Mr. Oka indicated that it would be difficult to justify a \$12.00 increase to members within the disabled community and he could support a \$10.00 proposed increase.

Mr. Ferrario remarked that the proposed fare change under this motion does pertain to the same clientele who will be affected by the recommended increase in the Senior/Disabled Discount Cash fare. However, this motion addresses a different kind of

fare structure and the additional revenue it would generate is not identified specifically to support paratransit as the Senior/Disabled Discount Cash fare increase is budgeted. He expressed the opinion that recommending an increase from the present fare of \$8.00 to \$12.00 or even \$13.00 would amount to a fare increase percentage that seems significantly higher than any of the other fares increase proposals. Mr. Ferrario indicated that the Council should consider supporting Muni's proposal to increase this fare instrument to \$10.00.

Closing discussion on Amendment 5 to Motion f, the Chair called for a vote.

**Amendment 5 to Motion f carried with 10 yes votes and 3 no votes and 1 absent.**

(Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, and Tom Wetzl **voted yes**; Daniel Murphy, David Pilpel, and Daniel Weaver **voted no**; Nia Crowder **absent**.)

Responding to a point of clarification from Mr. Ferrario regarding the Cable Car Transfers recommendations line item, the Chair stated that the transfers will allow passengers to transfer from a cable car line only to bus service or a street car line.

Mr. Rolfe suggested that Council consider adding to the Cable Car Transfers a policy recommendation that passengers are allowed to transfer from regular Muni lines to Cable Car by paying the difference in the fare. Mr. Czechowicz commented that Muni is attempting to be revenue positive.

Responding to a point of clarification for which Mr. Ferrario asked for explanations as to the collection of fares regarding the Adult Weekly Pass + and the 2 Adult Tokens or 1 Adult Token+, Mr. Rolf explained that currently if a passenger uses a weekly pass on the Cable Car an additional dollar has to be paid which is the same principle previously suggested.

Nia Crowder arrived at this time.

Ms. Downey commented on Muni's attempts to be revenue positive, the Youth Cable Car 9P-7A fare is presently \$2.00 and the recommendation to the Council suggests decreasing the fare to \$1.25 and requested if an explanation could be provided. Mr. Pilpel stated that the recommended were born from the practice of consistently pricing youth fares with Senior/Disabled fares and this recommendation would keep the price in tandem with the Senior /Disable Discount Cable Car 9P-7A fare. Mr. Pilpel commented that the fare is not considered a major revenue source.



Ms. Hayes expressed agreement with Ms. Downey's observation regarding the Youth Cable Car 9P-7A fare and suggested that if the fare is presently \$2.00 it should at least remain at its current pricing and not be reduced.

The Chair called for a motion on the discussion of Youth Cable Car 9P-7A fare pricing. Ms. Hayes moved the following motion, which was seconded by Ms. Crowder:

**AMENDMENT 6 TO MOTION f: THAT THE YOUTH CABLE CAR 9P-7A AND THE SENIOR/DISABLED DISCOUNT CABLE CAR 9P-7A FARE TYPE IN THE MTA CAC PROPOSED MUNI FARE INCREASES BE CHANGED FROM \$1.25 TO \$2.00.**

The Chair called for discussion on Amendment 6 to Motion f. In that there was no further discussion the Chair called for a vote.

**Amendment 6 to Motion f carried with 9 yes votes and 5 no votes.**

(Daniel Murphy, Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Bruce Oka, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**; Sue Cauthen, Joan Downey, David Pilpel, Norman Rolfe, and Tom Wetzel **voted no**.)

The Chair then called for further amendments to Motion f. Indicating that there were no further proposals for amendments, Mr. Murphy then called for discussion and public comment regarding Motion f as amended. The Chair stated that there were no further discussion and public comment on Motion f as amended.

The Chair called for a vote on Motion f as amended.

**AMENDED MOTION f: THE MTA CAC RECOMMENDS THAT THE FOLLOWING CHANGES BE MADE TO THE PROPOSED MUNI FARE INCREASE (CHANGES IN BOLD):**

Fare Type	Present Cost	Proposed Cost	CAC Recommendation
Adult Cash	\$ 1.00	\$ 1.25	<b>\$ 1.25</b>
Adult Token	\$ .80 (\$8/10)	\$ 1.05 (\$10.50/10)	<b>\$ 1.00 (\$10.00/10)</b>
Adult Transfers	Free	Free	Free
Adult Weekly Pass	\$ 9.00 (9)	\$12.00 (9/6)	<b>\$11.25 (9)</b>

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<b>Fare Type</b>	<b>Present Cost</b>	<b>Proposed Cost</b>	<b>CAC Recommendation</b>
Adult Monthly Pass	\$35.00 (35)	\$43.73 (35)	<b>\$40.00 (32)</b>
Youth Cash	\$ .35	\$ .45	<b>\$ .35</b>
Youth Tickets	\$ .35 (\$5.25/15)	\$ .45 (\$6.75/15)	<b>\$ .35 (\$5.25/15)</b>
Youth Transfers	Free	Free	Free
Youth Monthly Pass	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$10.00 (22.22)</b>
Senior/Disabled Discount Cash	\$ .35	\$ .45	<b>\$ .45</b>
Senior/Disabled Discount Transfers	Free	Free	Free
Senior/Disabled Discount Monthly Pass/Sticker	\$ 8.00 (22.86)	\$10.00 (22.22)	<b>\$10.00 (22.22)</b>
Cable Car Cash	\$ 2.00	\$ 3.00	<b>\$ 3.00</b>
Cable Car Souvenir Cards	\$ 2.00	\$ 3.00?	<b>\$ 3.00</b>
Cable Car Transfers	N/A	N/A	<b>Free</b>
Adult Weekly Pass +	\$ 1.00	\$ 2.00?	<b>\$ 1.25</b>
2 Adult Tokens or 1 Adult Token +	\$ 1.00	\$ 2.00?	<b>\$ 1.25</b>
Youth Cable Car 9P-7A	\$ 2.00	\$ 3.00	<b>\$ 2.00</b>

Fare Type	Present Cost	Proposed Cost	CAC Recommendation
Senior Citizen Discount Cable Car 9P-7A	\$ 1.00	\$ 1.50	\$ 2.00
1-Day Passport	\$ 6.00	\$ 9.00	\$ 7.00/7.50
3-Day Passport	\$10.00	\$15.00	\$15.00
7-Day Passport	\$15.00	\$20.00	\$20.00/21.00

**Motion f carried with 12 yes votes and 2 no votes.**

(Daniel Murphy, Sue Cauthen, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Linton Stables, David Pilpel, Norman Rolfe, Dorris Vincent, and Daniel Weaver **voted yes**; Art Cimento and Tom Wetzel **voted no**.)

**MOTION g: THE MTA CAC RECOMMENDS THAT THE FOLLOWING ADDITIONAL STEPS BE TAKEN IN CONJUNCTION WITH THE PROPOSED FARE INCREASES:**

- ADULT WEEKLY PASS AND TOKEN SALES LOCATIONS SHOULD BE EXPANDED CITYWIDE AND BETTER PUBLICIZED,
- CABLE CAR TRANSFERS SHOULD BE RESTORED,
- SPECIAL EVENT FARES SHOULD BE REVIEWED FOR POTENTIAL INCREASE, AND
- AVERAGE REVENUE FROM REGIONAL FARE INSTRUMENTS SHOULD BE INCREASED TO \$35.00/MONTH.

When presenting Motion g to the Council for consideration, the Chair made a minor administrative changes by deleting "(CANDLESTICK PARK AND BAY-TO-BREAKERS)." The Chair recognized Mr. Wetzel who suggested that the motion should be split. Mr. Wetzel stated he supports the first three bullet points, however he would have to vote against the motion should the forth bullet point remain. He expressed the opinion that the subject of the motion communicates increasing fare revenue. Mr. Pilpel explained that Muni has inter-agency agreements with other transit operators for passenger stickers that add on to their services. Mr. Murphy explained that the intent of the motion is to recover more revenue from BART for the BART PLUS, which is used as a fast pass on Muni. Mr. Pilpel commented that the BART PLUS is a more heavily



subsidized fare instrument and equities within the agencies regarding subsidized fare services should be considered. Mr. Wetzel suggested that the motion should be amended explaining how the Council is proposing to increase receipt of revenue from BART. Mr. Murphy suggested that the motion should clarify that the intent is not to increase the cost of the BART PLUS ticket but to receive an increased portion of the revenue BART receives from BART PLUS purchases. The Chair suggested that since Mr. Pilpel authored the motion that he propose an amendment providing wording that would clarify the concerns raised. Mr. Pilpel stated that the motion expresses an agreement with Muni Staff proposal on this item. The Chair stated that it is reasonable to assume that Council members are concerned that the motion would be misunderstood to mean that the BART PLUS fares are to be raised. Ms. Downey and Mr. Linton agreed that essentially what will happen is that BART will raise its fares.

The Chair stated that Mr. Wetzel moved to split Motion g by separating the fourth bullet item and considering the first three bullets independently of the fourth. Ms. Crowder seconded the Motion to Amend Motion g. The Chair then called for any objections on the Motion to Split. Noting no objections to the Motion to Split Motion g as stated, the Chair called for discussion on the Motion to Split Motion g. Indicating that there was no further discussion, the Chair called for a vote on the Motion to Split Motion g as stated.

**The Motion to Split Motion g passed unanimously.**

The Chair indicated that seeing no objections, the Council would vote on the existing language with administrative corrections as noted.

**SPLIT MOTION g(1): THE MTA CAC RECOMMENDS THAT THE FOLLOWING ADDITIONAL STEPS BE TAKEN IN CONJUNCTION WITH THE PROPOSED FARE INCREASES:**

- ADULT WEEKLY PASS AND TOKEN SALES LOCATIONS SHOULD BE EXPANDED CITYWIDE AND BETTER PUBLICIZED,
- CABLE CAR TRANSFERS SHOULD BE RESTORED, AND
- SPECIAL EVENT FARES SHOULD BE REVIEWED FOR POTENTIAL INCREASE INCREASES.

**SPLIT MOTION g(2): THE MTA CAC RECOMMENDS THAT THE AVERAGE REVENUE FROM REGIONAL FARE INSTRUMENTS SHOULD BE INCREASED TO \$35.00/MONTH.**

In that there was no further discussion the Chair called for a vote.



**Split Motions g(1) and g(2) carried with 9 yes votes and 5 no votes.**

(Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Ellen Hayes, David Pilpel, Norman Rolfe, Linton Stables, and Daniel Weaver **voted yes**; Nia Crowder, Steve Ferrario, Bruce Oka, Dorris Vincent, and Tom Wetzel **voted no**.)

Mr. Wetzel raised A Point of Order requesting a change in the order of the agenda to consider the deferred Election of MTA CAC Vice Chair (Agenda Item 6) at this time. The Chair called for any objections regarding the Point of Order. Ms. Downey and Mr. Rolfe objected indicating that the Council should finish considering budget recommendations under Agenda Items 7 and 11. Ms. Cauthen stated that she would have to leave and desired that the Agenda Item 7 be considered at this time. Mr. Oka moved to suspend the budget discuss. Noting the two objections to the Point of Order, the Chair indicated that that the Council would consider Agenda Item 7 at this time.

**8. Election of MTA CAC Vice Chair** (Agenda Item 6 - Discussion/Action). The Chair stated that there are two nominees for Vice Chair, Nia Crowder and David Pilpel. The Chair called for any further discussion and noting that no discussion was offered the Chair stated that he would have Vincent Dunlap (Secretary, MTA CAC) call the roll. Council members were instructed by the Chair to identify the nominees by name as to which their vote was to be cast.

The roll call was as follows:

Daniel Murphy - **Pilpel**, Sue Cauthen - **Pilpel**, Art Cimento - **Crowder**, Nia Crowder - **Crowder**, Joan Downey - **Pilpel**, Steve Ferrario - **Crowder**, Ellen Hayes - **Crowder**, Bruce Oka - **Crowder**, David Pilpel - **Pilpel**, Norman Rolfe - **Pilpel**, Linton Stables - **Crowder**, Dorris Vincent - **Crowder**, Daniel Weaver - **Crowder**, and Tom Wetzel - **Crowder**.

**The results of the roll call vote were 9 votes for Crowder and 5 votes for Pilpel.**

**The Chair confirmed the vote and stated that Nia Crowder is elected Vice Chair of the CAC.**

Mr. Pilpel expressed his thanks to the Council for the opportunity to have served the last 2½ years as Vice Chair. Mr. Pilpel extended his best wishes to Ms. Crowder and commented that he would be happy to share any information.

Ms. Cauthen departed the meeting at this time.

**9. Continuation of Suspended Finance and Administration (FAC)** (Agenda Item 11 - Committee Report - Discussion/ Action). When presenting Motion h to the Council for consideration, the Chair made minor administrative changes to the motion

by correcting the spelling of the words "PROPOSAL" and change the word "FORM" to "FROM".

**MOTION h: THE MTA CAC RECOMMENDS THAT THE FARE INCREASE PROPOSAL SHOULD BE PACKAGED SEPARATELY FROM (AND INCLUDED IN) THE FY2003-04 BUDGET AND PROPOSED TO THE BOARD OF SUPERVISORS WITH AN IMPLEMENTATION DATE OF JUNE 1, 2003.**

The Chair commented that this is a proposal that the fare increase should be presented to the Board of Supervisors sooner rather than later to go into effect in June rather than September to close the revenue gap that would be created if the MTA Board adopted the Council's recommended fare schedule. The Chair then called for discussion.

Mr. Rolfe indicated that he desired clarification regarding the concerns raised during discussions of Motion f in which the Chair commented that Muni is reluctant to move the fare schedule implementation date to June as the Board of Supervisors would consider it separate from the budget and any adjustments made by the Board of Supervisors would affect Muni's ability to balance its budget. Mr. Rolf asked if the Board of Supervisors did adjust the fare schedule would the MTA be able to submit fare proposals again with the budget? Mr. Murphy stated that the MTA Board would be able to submit another fare proposal. He commented that the obstacle would be a political one in which the MTA Board would have to decide if they agreed with whatever adjustments the Board of Supervisors might have indicated.

Mr. Pilpel briefed the Council on budget adoptions deadlines stating the budget has to be adopted by the MTA Board no later than March 1<sup>st</sup>. The budget will then be forwarded to the Office of the Mayor for packaging and will sent to the Board of Supervisors this by May 1<sup>st</sup>. The Board of Supervisors will review the budget in June and July and are required to act on it by the end of July. The budget takes affect July 1 with an inter budget that continues all current year activities and a final budget to that takes affect on August 1<sup>st</sup>. The fare increase is suggested to go into effect on September 1<sup>st</sup>.

Mr. Murphy stated that if the fare increase is submitted with the budget the Board of Supervisors must accept it as a whole, but if it is sent separately the Board of Supervisors can consider the fare increase separately. Mr. Czechowicz informed the Council should the Board of Supervisors make adjustments to the proposed fare increases, the fare proposals would be returned as a different revenue level and Muni would have to make adjustment to ensure the budget was balanced. Both Mr. Stables and Mr. Ferrario expressed their apprehension to packaging the fare increase proposal separately from the budget. Mr. Wetzel suggested that the motion be split because



there's two separate issues - whether the proposal should be submitted separately and the implementation date.

The Chair stated that Mr. Wetzel moved a Motion to Split Motion h by separating the first half of the motion, which was seconded by Mr. Weaver. The Chair stated that without objection Motion h is split and called for further discussion. The Chair stated that there was no further discussion and called for a vote.

**The Motion to Split Motion h carried with 12 yes votes and 1 no vote and 1 absent.**

(Daniel Murphy, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver, and Tom Wetzel **voted yes**; David Pilpel **voted no**; Sue Cauthen **absent**.)

**SPLIT MOTION h(1): THE MTA CAC RECOMMENDS THAT THE FARE INCREASE PROPOSAL SHOULD BE PACKAGED SEPARATELY FROM (AND INCLUDED IN) THE FY2003-04 BUDGET.**

The Chair called for discussion on the Split Motion h(1).

Mr. Wetzel stated that his reason for saying that the recommendations should be sent separately is that it is precisely undemocratic to mask the issue of the fare decision, which is a very important decision for the people of the City. Mr. Wetzel commented that the fare increase proposal is an issue that is important enough that the Board of Supervisors should deal it with.

Noting no further discussion on the Split Motion h(1) the Chair called for a roll call vote..

**The Split Motions h(1) was defeated with 9 no votes and 4 yes votes with 1 absent.**

(Daniel Murphy, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Norman Rolfe, Linton Stables, Daniel Weaver **voted no**; Nia Crowder, David Pilpel, Dorris Vincent, and Tom Wetzel **voted yes**; Sue Cauthen **absent**.)

Ms. Crowder seconded the Split Motion h(2). The Chair then called for any objections on the Motion to Amend. Noting no objections to the Motion to Amend Motion h(2) as stated, the Chair called for discussion on the Motion to Amend Split Motion h(2). Indicating that there was no further discussion, the Chair called for a vote on the Motion to Amend Motion h(2) as stated.

**Mr. Pilpel provided wording for the second part of the Split Motion h(2) by changing the date to August 1, 2003 from June 1, 2003.**

**SPLIT MOTION h(2): THE MTA CAC RECOMMENDS THAT THE FARE INCREASE PROPOSAL SHOULD HAVE AN EARLIER IMPLEMENTATION DATE OF AUGUST 1, 2003.**

The Chair called for discussion on the Split Motion h(2). The Chair indicated that there was no further discussion of Split Motion h(2) and called for a vote.

**The Split Motions h(2) carried with 12 yes votes, 1 no vote, and 1 absent.**

(Daniel Murphy, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**; Tom Wetzel **voted no**; Sue Cauthen **absent**.)

**10. Budget Review and Recommendations Made by the FAC, February 13, 2003** (Agenda Item 7 - Discussion/ Action). The Chair presented the proposed recommendations that were distributed to Council members just prior to the meeting.

**MOTION (Agenda Item 7):**

**THE MTA CAC RECOMMENDS THAT:**

- **WITH REGARD TO FISCAL YEAR 2002-2003 AND 2003-2004, STATION CLEANING BE PRIORITIZED HIGHER THAN OFFICE CLEANING;**
- **ALL EXISTING TEMPORARILY EXCHANGED ("TX'D") POSITIONS SHOULD BE CHANGED TO REFLECT ACTUAL STAFFING PRACTICES;**
- **ALL VACANT POSITIONS SHOULD BE DELETED AND SUBSEQUENTLY JUSTIFIED WHEN FUNDS PERMIT;**
- **IN THE EVENT THATYOUT CASH FARES ARE KEPT AT 35 CENTS, SENIOR/DISABLED CASH FARES CAN STILL BE RAISED TO 45 CENTS;**
- **BART/MUNI TRANSFERS SHOULD BE KEPT AT THE CURRENT PRACTICE OF ONE ADULT FARE FOR A TWO-PART TRANSFER. ANY CHANGES TO THAT ARRANGEMENT SHOULD BE PROPOSED AS A SEPARATE ITEM FOR FUTURE CONSIDERATION;**
- **ADDITIONAL STAFF IN SERVICE PLANNING IS NEEDED TO REVIEW MUNI'S ROUTE NETWORK AND PLAN FOR BUST RAPID TRANSIT (BRT) AND OTHER EFFORTS TO SPEED UP SERVICE;**



- **IN OUR OPINION, MUNI MEETS THE CHARTER-MANDATED CRITERIA FOR A FARE INCREASE AT THIS TIME;**
- **A BALANCED PACKAGE OF A MODERATE FARE INCREASE, A MODERATE INCREASE IN PARKING REVENUES, SOME REDUCTIONS IN SERVICE, SOME SAVINGS FROM LABOR, AND SOME REDUCTIONS IN STAFFING ARE ALL NECESSARY TO BALANCE THE BUDGET;**
- **WE ENDORSE THE CONTINUED USE OF FEDERAL TRANSIT ADMINISTRATION (FTA) SECTION 5307 MONEY TO ASSIST IN BUDGET BALANCING; AND**
- **CONTINUED EFFORTS TO BRING MUNI IMPROVEMENT FUND (MIF) FUNCTIONS IN-HOUSE AND REDUCE/ELIMINATE THE TOTAL LEVELS OF MIF EXPENSES SHOULD BE PURSUED.**

Mr. Stables asked what the purpose is concerning bullet item 9? Mr. Murphy stated that FTA Section 5307 money allows Muni to shift money from capital to operating. He added that Muni is following the recommendation of the Council and Muni will be moving the full entitled amount of \$10M entitled to be shift under FTA Section 5307 which will would cause the deferment of some Capital Projects. Mr. Pilpel indicated that a series of projects of which some will be funded from the Breda Lease/Leaseback fund would be affected. Mr. Murphy stated that Muni is also following the recommendation of the Council to significantly reduce the MIF. The MIF is currently down to \$300, 000 for the Employee Assistance Program which is just contracted out and the funding support for the MIF Board. The Council was provided a copy of the Executive Director letter that explains the reduction of MIF from \$700,050 to \$300,000. Addressing Ms. Vincent's concerns if Third Street Light Rail Project would be affected by the shift of FTA Section 5307 funds, Mr. Murphy stated that there weren't any Third Street items in the Breda Lease/Leaseback funding and the shifting of FTA 5307 funds is basically regarding the shift of FTA Section 5307 money from capital project to operating.

Ms. Crowder suggested that the bullet item 6 changed to read:

- **"ADDITIONAL STAFF IN SERVICE PLANNING IS SUGGESTED TO REVIEW MUNI'S ROUTE NETWORK AND PLAN FOR BUS RAPID TRANSIT (BRT) AND OTHER EFFORTS TO SPEED UP SERVICES;"**

Ms. Downey suggested that bullet item 4 be deleted:

- **"IN THE EVENT THAT YOUTH CASH FARES ARE KEPT AT 35 CENTS, SENIOR/ DISABLED CASH FARES CAN STILL BE RAISED TO 45 CENTS;"**

Mr. Pilpel suggested that bullet item 7 be voted on separately:

- **"IN OUR OPINION, MUNI MEETS THE CHARTER-MANDATED CRITERIA FOR A FARE INCREASE AT THIS TIME;"**

The Chair indicated that there were no objections to the recommended changes regarding this item and called for a vote on bullet items 1, 2, 3, 5, 6 (with suggested change), 8, 9, and 10 as follows:

**Amended MOTION a from MTA CAC meeting of February 13, 2003 (Agenda Item 7):**

**THE MTA CAC RECOMMENDS THAT:**

- **WITH REGARD TO FISCAL YEAR 2002-2003 AND 2003-2004, STATION CLEANING BE PRIORITIZED HIGHER THAN OFFICE CLEANING;**
- **ALL EXISTING TEMPORARILY EXCHANGED ("TX'D") POSITIONS SHOULD BE CHANGED TO REFLECT ACTUAL STAFFING PRACTICES;**
- **ALL VACANT POSITIONS SHOULD BE DELETED AND SUBSEQUENTLY JUSTIFIED WHEN FUNDS PERMIT;**
- **BART/MUNI TRANSFERS SHOULD BE KEPT AT THE CURRENT PRACTICE OF ONE ADULT FARE FOR A TWO-PART TRANSFER. ANY CHANGES TO THAT ARRANGEMENT SHOULD BE PROPOSED AS A SEPARATE ITEM FOR FUTURE CONSIDERATION;**
- **ADDITIONAL STAFF IN SERVICE PLANNING IS SUGGESTED TO REVIEW MUNI'S ROUTE NETWORK AND PLAN FOR BUST RAPID TRANSIT (BRT) AND OTHER EFFORTS TO SPEED UP SERVICE;**
- **A BALANCED PACKAGE OF A MODERATE FARE INCREASE, A MODERATE INCREASE IN PARKING REVENUES, SOME REDUCTIONS IN SERVICE, SOME SAVINGS FROM LABOR, AND SOME REDUCTIONS IN STAFFING ARE ALL NECESSARY TO BALANCE THE BUDGET;**
- **WE ENDORSE THE CONTINUED USE OF FEDERAL TRANSIT ADMINISTRATION (FTA) SECTION 5307 MONEY TO ASSIST IN BUDGET BALANCING; AND**
- **CONTINUED EFFORTS TO BRING MUNI IMPROVEMENT FUND (MIF) FUNCTIONS IN-HOUSE AND REDUCE/ELIMINATE THE TOTAL LEVELS OF MIF EXPENSES SHOULD BE PURSUED.**

**The Chair stated that the vote to recommend bullet items 1, 2, 3, 5, 6 (with suggested change), 8, 9, and 10 carried with 12 yes votes, 1 no vote, and 1 absent.**

(Daniel Murphy, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**, Tom Wetzel **voted no**; Sue Cauthen **absent**.)

The Chair directed the Council to consider bullet item 7 which had been split from Agenda Item 7:

**Motion b from MTA CAC meeting of February 13, 2003 (Agenda Item 7):**

**THE MTA CAC RECOMMENDS THAT:**

**IN OUR OPINION, MUNI MEETS THE CHARTER-MANDATED CRITERIA FOR A FARE INCREASE AT THIS TIME.**

Referring to the Charter-mandated criteria of keeping fares low to encourage ridership, moderate fare increases from time to time as to avoid a large increases at one time, maximize revenues from other sources besides fares, the need for revenues to maintain service and service standards. Mr. Wetzel was of the opinion that Muni has not met the Charter-mandated criteria by not increasing fares since 1992 and that the fares are not low enough to be considered contributing to the maximizing of ridership. Mr. Wetzel expressed the opinion that Muni still has not met the service standards. Mr. Murphy expressed the opinion that Muni has met the five criteria and has sought new revenue sources that is necessary to the operations of the railway. He commented that the proposed fare increases are low which is obviously a subjective judgment and he is voting yes.

The Chair called for a vote on Motion b from MTA CAC meeting of February 13, 2003 (Agenda Item 7).

**The Chair stated that the vote to recommend bullet items 7 (Motion b from MTA CAC meeting of February 13, 2003 (Agenda Item 7)) carried with 11 yes votes, 2 no votes, and 1 absent.**

(Daniel Murphy, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**; Tom Wetzel and David Pilpel **voted no**; Sue Cauthen **absent**.)

The Chair called for the motion under Agenda Item 8 (Service Design & Marketing (SDMC) meeting of January 30, 2003).



**MOTION: THE MTA CAC RECOMMENDS THAT IN CONSIDERING MUNI SERVICE ADJUSTMENTS FOR FISCAL YEARS (FY) 2002-2003 AND 2003-2004:**

- 1. TO TAKE EFFECT 29 MARCH 2003 (OR THEREAFTER), NO SERVICE ADJUSTMENTS SHOULD BE PURSUED WHICH DO NOT MAINTAIN AT LEAST POLICY HEADWAYS ON ALL ROUTES AT ALL TIMES OF DAY PRESENTLY SERVED (AND ANY SO IMPLEMENTED SHOULD BE IMMEDIATELY RESTORED).**
- 2. TO TAKE EFFECT 7 JUNE 2003 (AND AT EVERY SIGNUP THEREAFTER), FUTHER SERVICE ADJUSTMENTS SHOULD BE AGGRESSIVELY PURSUED WHICH DO MAINTAIN AT LEAST POLICY HEADWAYS ON ALL ROUTES AT ALL TIMES OF DAY PRESENTLY SERVED, WHERE DEMAND WARRANTS. AND**
- 3. TO TAKE EFFECT SEPTEMBER 2003 (OR THEREAFTER), A LONGER-TERM REVIEW OF MUNI'S ROUTE NETWORK, INCLUDING MTA CAC CONSULTATION, SHOULD BE PURSUED IMMEDIATELY TO IDENTIFY THOSE DUPLICATIVE ROUTE SEGMENTS THAT COULD BE ELIMINATED AND ROUTES RESTRUCTURED TO IMPROVE SERVICE EFFICIENCY.**

**The Chair stated that the Motion under Agenda Item 8 (Service Design & Marketing (SDMC) meeting of January 30, 2003) carried with 12 yes votes, 1 no vote, and 1 absent.**

**(Daniel Murphy, Art Cimento, Nia Crowder, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver, and Tom Wetzel voted yes; Nia Crowder voted no; Sue Cauthen absent.)**

Mr. Rolfe and Mr. Pilpel suggested that the letter forwarding recommendations to the MTA Board included a statement that members of the Council have expressed their displeasure regarding certain proposed headway adjustments and do not support any headway adjustments greater than the policy headways of 20 minutes on any individual line, in particular the 2, 3, and 4 Sutter Lines.

Mr. Stables stated he would like to comment the Finance and Administration Committee for all the work that they have done.

Mr. Stables moved a Point of Order to defer all the remaining agenda items 9, 10, 12, 13, 14, and 15 to the next Council meeting. Dorris Vincent seconded the motion.

**11. Adjournment (Agenda Item 16).** Meeting adjourned at 7:30pm.





**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice Regular Meeting and Agenda**

Thursday, March 6, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe,  
Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Service Design and Marketing (SDMC)**

David Pilpel (Chair), Nia Crowder,  
Ellen Hayes, Norman Rolfe, Dorris Vincent

**Service Reliability and Quality (SRQC)**

Joan Downey (Chair), Sue Cauthen,  
Daniel Murphy, Bruce Oka, Norman Rolfe

**Engineering and Maintenance (EMC)**

Nia Crowder (Chair), Steve Ferrario, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka, David Pilpel

**Safety, Training, and Accessibility (STAC)**

Bruce Oka (Chair), Linton Stables, Daniel Weaver

The MTA CAC may be contacted as follows:

Citizens' Advisory Council  
Municipal Transportation Agency  
401 Van Ness Avenue, Suite 334  
San Francisco, CA 94102-4524  
(415) 554-6873 Voice (415) 554-4103 Fax

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, March 6, 2003 at 5:30pm**

401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

- |   |      |
|---|------|
| 1. Call to Order/Roll Call  | 5:30 |
| 2. Public Comment   | 5:32 |
| 3. Review and Adopt Minutes of February 13, 2003 (Discussion/Action)<br>[Attachment]                | 5:34 |
| 4. Report of the Chair (Discussion/Action)  | 5:36 |
| 5. Staff Report (Discussion/Action) [Attachment]<br>Deborah Denison (Acting, MTA CAC Staff Liaison) | 5:41 |

**Staff-Initiated Items (Discussion/Action)**

- |  |      |
|--|------|
| 6. Department of Parking and Traffic (DPT) Presentation: Parking Authority Overview<br>(Discussion/Action)<br>Ron Szeto (Acting, Director Parking Authority)   | 5:45 |
| 7. Department of Parting and Traffic (DPT) Presentation: Budget, Finance and Administration<br>Overview (Discussion/Action)<br>Julia Dawson (Deputy Director Budget, Finance and Administration [DPT]) | 6:00 |

**Council-Initiated Items (Discussion/Action)**

- |   |      |
|---|------|
| 8. Review of MTA CAC Revised Administrative Procedures (Discussion/Action) [Attachment] | 6:15 |
|---|------|

**Committee Reports (Discussion/Action)**

- |   |      |
|---|------|
| 9. Service Design & Marketing (SDMC) (David Pilpel, SDMC Chair)<br>Last meeting held: January 30, 2003. | 6:30 |
|---|------|

Items discussed: Service Adjustments for Fiscal Year (FY) 2002-2003 and 2003-2004;  
Review of 78 Bayview Special, 19 Polk Reroute; Route Change Review Process and CAC  
Involvement; Scope/Areas of Concern in Preparation for Future Consideration of DPT  
Traffic Engineering Items

**Next regular meeting: March 17, 2003, 401 Van Ness, Room 334 (Conference Room  
335, 5:30pm**



Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

10. Service Reliability and Quality (SRQC) (Joan Downey, SRQC Chair)  
Last meeting held: February 24, 2003.

6:35

**MOTIONS: THE MTA CAC RECOMMENDS THE FOLLOWING CHANGES TO THE "HOW WE MEASURE SERVICE STANDARDS"** (Changes indicated by bold):

- **Include a narrative for any major discrepancies.**

Service Standard 1a -

"Definition of Measurement: Each line will be checked **once in each six month period.**"

Service Standard 2a -

"Purpose: To measure service hours through available operators and available equipment **actually deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 3a -

"Purpose: To measure service hours through available operators and available equipment **actual deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 6a - "Actual headways against scheduled headways on all radial, express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. **Except when services are scheduled more frequently than every 10 minutes.**"

Service Standard 9a - **"The Fourth Quarter Report should include a comparison of Breda and Boeing Miles Between Roadcalls."**

Service Standard 2d -

"GOAL: Publish a complete timetable **for each sign-up when schedule changes warrant.**"

Service Standard 5d -

"Purpose: **"Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and assess."**

"Definition of Measurement: **Assess current practices, develop and implement improvement plan.**"

"Method of Measurement: **Plan completed and implemented.**"

Service Standard 5e -

"GOAL: **"Provide approximately 20 hours of training per FTE."**

Items discussed: Muni Street Supervision Unit; Review of San Francisco Municipal Railway Department Service Standards



**Tentative next regular meeting: March 17, 2003,** 2002, 401 Van Ness, Room 334, 3:00 PM.

Pending Items: 39 Coit Service Improvement, Passenger Service Report (PSR); Cable Car Follow-up (March 2003); Stations Operations (April 2003); Bus Cleaning (May 2003)

11. Engineering and Maintenance (EMC) (Nia Crowder, EMC Chair)  
Last meeting held: January 16, 2003.

6:45

**MOTION: THE MTA CAC ENDORSES A BUS PROCUREMENT POLICY THAT MOVES MUNI TOWARD THE CALIFORNIA AIR RESOURCES BOARD (CARB) NO-EMISSION STANDARD OF 2015. PURCHASES SHOULD BE GEARED TOWARD ELECTRIC DRIVE TECHNOLOGY. FURTHER, THE CAC RECOMMENDS THAT FUTURE BUS PURCHASES NOT INCLUDE COMPRESSED NATURAL GAS (CNG) FUELED SYSTEMS BECAUSE THEY WILL NEVER MEET THE 2015 NO-EMISSION STANDARD, AND HAVE FAILED THE TESTS FOR RELIABILITY AND PERFORMANCE REQUIREMENTS FOR SAN FRANCISCO. THE INFRASTRUCTURE INVESTMENT REQUIRED BY CNG CANNOT BE JUSTIFIED IN THE CURRENT ECONOMIC CLIMATE, AND WILL NOT BE USEFUL AFTER 2015.**

Items discussed: Update on Alternative Fuel Pilot Program, 2003 Agenda Items.

**Tentative next regular meeting: March 20, 2003,** 1145 Market, 3<sup>rd</sup> Floor, 4:00 PM.

12. Finance and Administration (FAC) (Daniel Murphy, FAC Chair)  
Last meeting held: February 13, 2003.

6:55

Items discussed: Fiscal Year 2003 Budget, Including Deficit Closure Plan and Force Reductions; Fiscal Year 2004 Muni Budget; Fiscal Year 2004 Department of Parking & Traffic Budget; Parking Revenues; Review of Service Design & Marketing Recommendations forwarded to FAC; Review of Previous Year's Budget Recommendations.

**Tentative next regular meeting: March 11, 2003,** 401 Van Ness, Room 334 (Conference Room 335), 5:15 PM.

Pending Items:

**March 2003:** Shortfall in Capital Budget Over Coming 20 Years, Insurance Overview, Risk Management, and Effect of Proposition E, Vehicle Maintenance System/Materials Management System (VMS/MMS), 5307 Swap, Municipal Railway Improvement Fund (MIF), Translink (evaluation report to review?)

**April 2003:** Quarterly Review of Revenues and Expenses, Fiscal Year 2001/2002 Audits (Metro East land acquisition accounting), Maintenance Budget.

**May 2003:** Transit Impact Development Fee (TIDF)/SoMa Service follow-up.

13. Safety, Training, and Accessibility (STAC) (Bruce Oka, STAC Chair)  
Last Meeting held: February 18, 2003

7:00

**Review Draft Letter to Fred Hamdun (Executive Director, Department of Parking and Traffic) Addressing Response to Council's Request for Two**

**Budgetary Proposals with Regard to Sidewalk Parking Enforcement.**  
(Discussion/Action) [Attachment]

Items Discussed: Review Draft Letter to DPT Regarding Response to MTA CAC Request for Development of Two Sidewalk Parking Enforcement Program Proposals, Phelan Loop Update; Update on Paratransit Debit Card Program RFP & Projected Start Date.

**Tentative next regular meeting: March 18, 2003, 401 Van Ness, Room 334, 4:00 PM.**

- |   |      |
|---|------|
| 14. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes [Attachments] (Discussion/Action) | 7:10 |
| 15. Council Members' Questions and Comments (Discussion/Action)   | 7:15 |
| 16. MTA CAC Agenda Planning - (Discussion/Action)   | 7:20 |
| Sunshine Ordinance Training   |      |
| Facilities Tour   |      |
| 17. Adjournment   | 7:30 |

Attachments:

- Agenda Item 3 - MTA CAC Draft Minutes of February 13, 2003
- Agenda Item 5 - Paul Czechowicz (MTA CAC Staff Liaison) Memorandum of March 6, 2003  
(with attachments)
- Agenda Item 8 - Staff-CAC Task Force Report Discussion Draft 2 (December 5, 2002)
- Agenda Item 13 - Draft Letter to Fred Hamdun (Executive Director, Department of Parking and Traffic) Addressing Response to Council's Request for Two Budgetary Proposals with Regard to Sidewalk Parking Enforcement
- Agenda Item 14 - Matrixes:
  - MTA CAC Attendance Chart
  - MTA CAC Information Requests (Completed)
  - MTA CAC Information Requests (Pending)
  - MTA CAC Recommendations (Pending)
  - MTA CAC Recommendations (Completed)
  - MTA CAC Incoming Correspondence



**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

**FINAL MINUTES  
of  
Regular Meeting**

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**Thursday, March 6, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Nia Crowder (MTA CAC Vice Chair), Acting Chair, announced at 5:40pm that the meeting would be suspended due to a conflict of interest in that Council Members were attending another meeting at City Hall. Ms. Crowder stated that Daniel Murphy (Chair) and a majority of Council Members were waiting to give public comment at the budget hearing currently taking place before the Board of Supervisors regarding the Department of Parking and Traffic (DPT) increase in parking fines. As Acting Chair, Ms Crowder indicated that members present would hear the DPT presentation concerning the Parking Authority Overview (Agenda Item 6), no discussion nor action could be taken, and the Council would adjourn at the conclusion of the presentation. The Acting Chair identified Council Members that were present at this time, and Staff from both the San Francisco Municipal Railways (Muni) and Department of Parking and Traffic (DPT) were asked to introduce themselves.

**MTA CAC Members Present:** Nia Crowder (Vice Chair), Sue Cauthen, Linton Stables, Daniel Weaver.

**MTA CAC Members Absent:** Daniel Murphy (Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Dorris Vincent.

**San Francisco Municipal Railways (Muni) Staff Present:** Deborah Denison (Acting, MTA CAC Staff Liaison), Vincent Dunlap (MTA CAC Secretary).

**Department of Parking and Traffic (DPT) Staff Present:** Ron Szeto (Acting, Director Parking Authority), Lorraine Fuqua (Administrative Support), Rosie Scott (Office Manager, Parking Authority), Scott Ruble (Property Manager, Parking Authority), Steve Maline (Principal Analyst, Parking Authority).

**The meeting was suspended at 5:45pm.**

David Pilpel arrived during the DPT presentation.



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**2. Call to Order/Roll Call Following Suspension.** The MTA CAC Secretary noted that the meeting of the MTA CAC was Called to Order at 6:25pm, Ms. Crowder had departed and Mr. Murphy arrived and assumed the duties as Chair.

The Chair asked if Council Members had any further questions concerning the DPT Parking Authority Overview presentation that was given during the suspension of the meeting. Mr. Pilpel indicated that during the presentation, he raised questions concerning debit service obligations, number of spaces in the off-street metered lots, information about utilization rates at the various garage facilities and a list of metered lots - the number basically, be followed-up on by DPT Staff. The Secretary advised that Mr. Pilpel's request was outside the Rules of Order. Since the DPT presentation was given during the suspension of the meeting in which there was no quorum present and neither discussion nor action could be taken, DPT could not be required to further respond to any questions or any request for follow-up resulting from the informal presentation. The Council's Secretary asked that Mr. Pilpel either submit his questions in writing to the Secretary for forwarding to DPT Staff or should DPT Staff choose effect informal discussions with Mr. Pilpel to respond to his questions. The Chair stated that a resolution to this procedural difference would be achieved outside the formal meeting.

**The Chair then called for a Roll Call.**

**MTA CAC Members Present:** Daniel Murphy (Chair), Sue Cauthen, Joan Downey, Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, Daniel Weaver.

**MTA CAC Members Absent:** Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, Norman Rolfe.

**The Secretary announced that a quorum of the Council was present at this time (Eight (8) members were present with five (5) members absent.)**

**3. Public Comment** (Agenda Item 2). Mr. Murphy called for public comment on any item within the jurisdiction of the Council but not on the agenda. No comment was given at this time.

**4. Review and Adopt Minutes of February 13, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Ms. Downey moved the following motion, which was seconded by Mr. Weaver:

**Motion To Adopt: The Draft Minutes of the MTA CAC Rescheduled Regular Meeting of February 13, 2003 be accepted.**

**The Chair noted no further discussion and the Motion to Adopt carried with 8 yes votes and 5 absentees.** (Daniel Murphy (Chair), Sue Cauthen, Joan Downey,



Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, and Daniel Weaver **votes yes**; Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, and Norman Rolfe were **absent**).

5. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Mr. Murphy extended his thanks to Ms. Downey and Mr. Oka for giving public comment at the budget hearing of the Board of Supervisors regarding the DPT increase in parking fines. The Chair made note that Tom Wetzel had resigned from the Council in protest of the Council's support for fare increases and apparent insufficient support for his notions of Muni Management elected by the workers. The Chair indicated that Council Members who have email should have received a copy of Mr. Wetzel's resignation letter. Mr. Murphy commented that the Council currently has two (2) vacancies, under the appointing authority of Supervisors Daly (District 6) and Hall (District 7), respectively.

6. **Staff Report** (Agenda Item 5 - Discussion/Action). Deborah Denison (Acting, MTA CAC Staff Liaison) stated that Paul Czechowicz submitted the staff report on March 6th as an attachment to the agenda. Ms Denison stated that one of the highlighted items within the report was:

- **No-back-door boarding campaign** that has been suspended for a week possibly two and would be reinitiated. Dozen of Muni Managers have been riding the buses monitoring the backdoors during the morning and afternoon peak periods, and selected stops. Ms. Denison expressed the opinion that the campaign appears to have had some impact but in terms of revenues changes no reports have been made. Operators have been instructed not to open the backdoors, which they had been doing automatically to expedite boarding, when arriving at a stop.

Ms. Vincent commented, as a frequent rider on the 14-Mission, 15-Third Street, 23-Monterey, 29-Sunset, 44- O'Shaughnessy, and 49-Van Ness lines, operators are still opening the backdoors of the vehicles and have been informing riders not to board through the backdoors. **She suggested that the automatic voice announcement system should be synchronized with the stops announcing that boarding from the rear is prohibited.** Ms. Dennison responded that the system does remind passengers to "board through the front doors and exit through the rear" and from personal observations the announcement appears to be repeating more frequently when she rides the bus.

Mr. Murphy questioned if possible boarding delays were occurring as a result of this change in policy. He expressed the opinion that it is perceived that if Muni opens the backdoors, people complain that riders are evading fare payment and if Muni does not open the backdoors people complain that mostly fast pass holders use the rear doors which causes boarding delays.

Mr. Pilpel expressed the opinion that the boarding and fare evasion issue argues for entry at all doors at all stops and appropriate revenue collection enforcement through Proof of Payment (POP). He commented that it is his belief that most riders do pay their fares and the incidental amount that is collected from this policy change is perhaps more that offset by the additional running time and fewer trips. He expressed the view that the Council should consider POP not only on Metro but also elsewhere throughout the system. Mr. Pilpel stated that he is more concerned about quickly moving the vehicles and the loading and unloading times. The Chair responded that the Council is on record supporting POP system-wide.

Mr. Oka expressed his agreement with Mr. Pilpel regarding the opinion of the amount of incidental lost revenue and service delays that might occur if riders are required to board only through the front doors, especially on heavily used lines such as the 30-Stockton, 14-Mission and 38-Geary.

**7. Report of the Chair Recalled** (Agenda Item 4 - Discussion/Action). The Chair stated that an item he remembered that he desired to report on was that he attended the Special MTA Board meeting on the budget. The Chair commented that minor changes were made in the proposed fare schedule; however, a surprising outcome of the meeting was the MTA Board's decision to abandon the whole paratransit fare schedule. No one from the public spoke out against the change in the paratransit fare schedule and the Executive Director pointed out that there was no opposition.

Mr. Oka expressed his disappointment with the MTA Board's decision to abandon the whole paratransit fare schedule. He commented that the Paratransit Coordinating Council (PCC) had held numerous meeting devising a fare structure that was agreeable throughout the paratransit community. The PCC attempted to resolve the differences in service charges amongst the taxi, lift van, and group van service providers. Paratransit riders who use taxi service are paying a higher fare rate per trip than those paratransit riders who use lift van or the non-ADA mandated group van services. Mr. Oka stated that without this fare increase there will be a tremendous deficit in the paratransit budget and greater inequity will occur in the way fares are constructed within the paratransit fare schedule program.

The Chair recognized Daniel Weaver who stated that the Ocean View Neighborhood Community Service Center has had a DPT Parking Control Officer (PCO) assigned in the area and the PCO is being taken away from his duties in the community. That it is his understanding that in response to the DPT's budget mandate to reorganize, PCOs are to be assigned to a rotating neighborhood enforcement team. He expressed concern that there has been no public process regarding how PCOs reassignment will be made and the Ocean View Neighborhood will experience less enforcement if the PCOs are to work



as a rotating neighborhood enforcement team. The Chair indicated that the Council would continue discussion of Mr. Weaver's concerns under Agenda Item 13.

**8. Department of Parking and Traffic (DPT Presentation: Budget, Finance and Administration Overview** (Agenda Item 7 - Discussion/Action). Mr. Murphy stated Agenda Item 7 would be continued to the Councils next meeting. Julia Dawson (Deputy Director Budget, Finance and Administration (DPT) was unavailable to address the Council in that she was attending the budget hearing at City Hall regarding the Department of Parking and Traffic (DPT) increase in parking fines.

**9. Review of MTA CAC Revised Administrative Procedures** (Agenda Item 8 - Discussion/Action). The Chair stated that the attachment provided to the agenda has not been amended and no comments have been provided. Mr. Murphy indicated that it is hoped that the Council adopts the report as policy with the changes that members have brought with them. Mr. Stables moved the following motion, which was seconded by Mr. Oka:

**Motion To Adopt: That the MTA CAC adopt the Staff-CAC Task Force Report Discussion Draft 2 of December 5, 2002 minus Appendix B as the Council's policy.**

**The Chair requested a friendly amendment to the motion that that Appendix B - Proposal for DPT Integration Into MTA CAC Committee Structure not be included because the committee structure needs to be handled separately.**

During discussion of the motion, Mr. Pilpel commented that the Council should have meaningful consultation on items that are within the MTA's jurisdiction. A six-to-twenty-four month project issues list should be provided to the Council as projects are developed and at some point well before finalization in presenting the item before the MTA Board, the Council should be able to review and provide comment. He stated that items of interest to the Council are still not being present in a timely manner, if not at all, and that the policy does not address this procedural flaw. The Chair explained that the Staff-CAC Task Force Report is the first step in the process to establish a procedure in which items of interest to the Council will be brought before the Council and Committee Chairs should now be inquiring as to the status of the six-to-twenty-four month issue list.

**Ms. Downey suggested that the Staff-CAC Task Force Report should include a policy statement that Muni brings items before the Council.**

**Ms. Cauthen suggested that the Council should draft a letter to Muni pointing out that the members of the MTA CAC are dutiful appointees by their**

**respective Supervisors as an Advisory Committee to Muni/DPT and the importance that the Council is informed of plans.**

Mr. Oka commented that the idea of having both Muni and DPT Staff present proposals to the Council before presenting them anywhere else will be a monumental task and one of the ways to foster such a relation was to work within the structure that currently exist.

Mr. Linton stated that the document minus Appendix B stands on its own and **Moved to Call the Question.**

Mr. Pilpel stated that the three primary areas that he is concerned about with regard to the MTA Board items are: (1) policy and planning matters, (2) finance issues/budget, and (3) both construction and non-construction contracts at the point of developing specifications or an Request For Proposal (RFP).

**Sue Cauthen left the meeting at this time and the Council lost quorum.**

The Chair took this opportunity to address the Council concerning Appendix B to the Staff-CAC Task Force Report explaining that discussions had been held with DPT regarding the need for a committee structure in relation to the Department's structure and available staff. Mr. Murphy stated that a somewhat different version of Appendix B was agreed on which is not before the Council tonight. The Chair indicated that he would like to consult the Council's Committee Chairs before bring Appendix B before the Council.

**Mr. Weaver suggested as an advisory note that Appendix B include the wording "DPT Sidewalk and Crosswalk Issues," Bicycle and Pedestrian Programs: MTA CAC Safety, Training, & Accessibility.**

**Sue Cauthen returned and the Council regained quorum.**

**The Chair noted no further discussion on the Motion to Adopt and called for a vote. The Motion to Adopt carried with 8 yes votes and 5 absentees.** (Daniel Murphy (Chair), Sue Cauthen, Joan Downey, Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, and Daniel Weaver **votes yes**; Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, and Norman Rolfe were **absent**).

The Chair indicated that Appendix B to the Staff-CAC Task Force Report Discussion Draft 2 of December 5, 2002 would be agendized for the Council's April meeting pending the Council's Chair consulting respective Committee Chairs.



## **Committee Reports (Discussion/Action)**

10. **Service Design & Marketing (SDMC)** (Agenda Item 9 - Discussion/Action). Mr. Pilpel (Chair SDMC) indicated that the Committee failed to make quorum for the February 25th meeting. However, the Committee did hold informal discussions with staff regarding service adjustments, data collection plan, the Short Range Transit Plan (SRTP), and the Proposition E Sales Tax Reauthorization. The Chair SDMC announced that the next regular meeting would be held on March 17th.

Mr. Pilpel suggested amending the Council's rules to allow the appointing of Council Members who are not members of a Committee to be temporarily appointed as a member of a Committee in order to make a quorum. The Chair expressed the opinion that such a change in the Council's rules would make it easier for a Committee to make quorum, but such a change in the Council's rules could quite possibly become a disincentive for regular Committee Members' attendance. Council Members offered their opinions regarding amending the Council's rules as suggested.

**The Chair suggested that Mr. Pilpel draft an amendment to the Council's Rules of Order regarding the pro-tem appointment of Council Members to Committees.**

Mr. Staples recommended that the Council go forward on the agenda.

11. **Service Reliability and Quality (SRQC)** (Agenda Item 10 - Discussion/Action). Ms Downey (Chair, SRQC) provided the Council explanations as to the specifics of each recommended change to how service standards are measured. Mr. Weaver moved the motion, which was seconded by Ms. Vincent:

**Motion: The MTA CAC recommends the following changes to the "How We Measure Service Standards"** (Changes indicated by bold):

- **Include a narrative for any major discrepancies.**

Service Standard 1a -

"Definition of Measurement: Each line will be checked **once in each six month period.**"

Service Standard 2a -

"Purpose: To measure service hours through available operators and available equipment **actually deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 3a -

"Purpose: To measure service hours through available operators and available equipment **actual deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 6a - "Actual headways against scheduled headways on all radial, express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. **Except when services are scheduled more frequently than every 10 minutes.**"

Service Standard 9a - **"The Fourth Quarter Report should include a comparison of Breda and Boeing Miles Between Roadcalls."**

Service Standard 2d -

"GOAL: Publish a complete timetable **for each sign-up when schedule changes warrant.**"

Service Standard 5d -

"Purpose: **"Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and assess."**

"Definition of Measurement: **Assess current practices, develop and implement improvement plan.**"

"Method of Measurement: **Plan completed and implemented.**"

Service Standard 5e -

"GOAL: "Provide **approximately 20 hours of training per FTE.**"

**Mr. Pilpel suggested the following changes to the motion:**

Service Standard 2d to read:

"GOAL: Publish a complete **public** timetable book for each sign-up when schedule changes warrant."

Service Standard 5d to read:

"Purpose: **"Improve passenger information by communication of service problems and other information to each vehicle, the**

**station platforms, the Telephone Information Center, media and the Service Hotline."**

"Definition of Measurement: **Assess current practices, develop and implement improvement plan."**

"Method of Measurement: **Plan completed and implemented."**

Service Standard 5e to read:

"GOAL: "Provide **approximately 20 hours of training per FTE employee.**"

**The Chair noted that Mr. Pilpel's suggestions were accepted, as friendly amendments and noting not further discussion called for a vote on the motion as amended:**

**Amended Motion: The MTA CAC recommends the following changes to the "How We Measure Service Standards" (Changes indicated by bold):**

- **Include a narrative for any major discrepancies.**

Service Standard 1a -

"Definition of Measurement: Each line will be checked **once in each six month period.**"

Service Standard 2a -

"Purpose: To measure service hours through available operators and available equipment **actually deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 3a -

"Purpose: To measure service hours through available operators and available equipment **actual deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 6a - "Actual headways against scheduled headways on all radial, express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. **Except when services are scheduled more frequently than every 10 minutes.**"



Service Standard 9a - **"The Fourth Quarter Report should include a comparison of Breda and Boeing Miles Between Roadcalls."**

Service Standard 2d -

**"GOAL: Publish a complete public timetable book for each sign-up when schedule changes warrant."**

Service Standard 5d -

**"Purpose: Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline."**

**"Definition of Measurement: Assess current practices, develop and implement improvement plan."**

**"Method of Measurement: Plan completed and implemented."**

Service Standard 5e -

**"GOAL: Provide approximately 20 hours of training per FTE employee."**

**The Amended Motion carried with 8 yes votes with 5 absent.** (Daniel Murphy (Chair), Sue Cauthen, Joan Downey, Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, and Daniel Weaver **votes yes**; Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, and Norman Rolfe **absent**).

**12. Engineering and Maintenance (EMC)** (Agenda Item 11 - Discussion/Action). The Council's Chair presented the following motion on behalf of Ms. Crowder (Chair, EMC) as passed by the EMC Committee: The Chair explained the motion indicates that the Council supports in concept Muni's alternative proposal to the alternative fuels strategy that is essentially does not include Compressed Natural Gas (CNG) technology. He explained that Muni is proposing diesel/electric hybrids, battery electric technologies because the CNGs do not meet the 2015 No-Emission Standards, require significant infrastructure, and etc. Ms. Cauthen moved the following motion, which was seconded by Mr. Weaver:

**Motion:** The MTA CAC endorses a bus procurement policy that moves Muni toward the California Air Resources Board (CARB) No-Emission Standard of 2015. Purchases should be geared toward Electric Drive Technology. Further, the MTA CAC recommends that future bus purchases not include Compressed Natural Gas (CNG) fueled systems because they will never meet the 2015 No-Emission Standard, and have failed the tests for reliability and performance requirements for San Francisco. The infrastructure investment required by CNG cannot be justified in the current economic climate, and will not be useful after 2015.

**The Chair noted no further discussion on the Motion and called for a vote. The Motion carried with 8 yes votes and 5 absentees.** (Daniel Murphy (Chair), Sue Cauthen, Joan Downey, Bruce Oka, David Pilpel, Linton Stables, Dorris Vincent, and Daniel Weaver **votes yes**; Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, and Norman Rolfe were **absent**).

Mr. Pilpel requested a follow-up to the motion regarding CARB considering rolling back the Zero Emission Vehicle Standards non-applicable to buses and would the proposed rule change have any impact on transit buses.

**13. Finance and Administration (FAC)** (Agenda Item 12 - Discussion/Action). Mr. Murphy (Chair, FAC) stated the Committee has had a series of meeting during the past three months and that the tentative date of March 11, 2003 would be changed for the next meeting of the FAC. Dates have not been established for the Committee scheduling of tentative regular meeting during the third week of every month. The Chair indicated that the Committee has a vacancy resulting from Mr. Wetzel's resignation and Council Members are being considered for appointment to the FAC.

**14. Safety, Training, and Accessibility (STAC)** (Agenda Item 13 - Discussion/Action). Mr. Oka (Chair STAC) asked Mr. Stables to present the draft letter to Fred Hamdum (Executive Director, Department of Parking and Traffic) addressing response to Council's request for two budgetary proposals with regard to sidewalk parking enforcement. Mr. Stables indicated that the letter was written as a follow-up request to inform Mr. Hamdum that the Council considers his response unsatisfactory. Mr. Stables moved the following motion, which was seconded by Mr. Weaver:

**Motion To Adopt:** That the MTA CAC adopt the draft letter to Fred Hamdum (Executive Director, Department of Parking and Traffic) for the Chair's signature.

**The Chair called for discussion on the Motion to Adopt.**

Mr. Pilpel stated that the departments are all required to have performance measures which are separate from Muni's Service Standards as part of the City's budget process. One of DPT's performance measures is "percentage of calls responded to within an hour." **Mr. Pilpel suggested that since the performance measure is an inherent goal it should be referenced in the draft.** Mr. Stables commented that if the Council agreed, Mr. Pilpel's suggestion could be included in the draft. **Ms. Downey suggested that the letter should include the idea that possibly if DPT enforced sidewalk-parking violations without a complainant contacting them, the department would receive fewer calls.**

Ms. Cauthen commented that the Parking and Traffic Committee of the Telegraph Hill Dwellers most lodged complaint of DPT is the non-enforcement of white zones and similar parking restrictions in North Beach.

**The Chair asked if the Council was amenable to the inclusion of a paragraph stating that there is essentially something wrong with the an enforcement process that depends on complaints and that there should be routine enforcement.**

**Mr. Pilpel suggested that the letter include a paragraph commenting, irrespective of the Committee jurisdiction discussion, that the CAC is keenly concerned about sidewalk parking enforcement and an invitation should be extend to the Department to come and discuss the issue.**

Mr. Stables commented that if the suggestions made were included the scope of the letter would exceed the STAC discussions.

The Chair and Mr. Stables agreed to co-redraft the letter. The Chair stated that given the opinions expressed by Council Members, the Chair considers that no new policy is being considered and the Council does not actually have to take action on the redrafted letter.

The Chair then indicated that Agenda Items 14, 15, 16 would be dispensed since the Council was ten minutes beyond its adjourning time.

Mr. Weaver pointed out (Point of Order) that the Council's vote was still required on the motion to adopt.

**Mr. Stables withdrew the motion to adopt.**

15. The Chair adjourned the meeting at 7:40pm.





**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice Regular Meeting and Agenda**

Thursday, April 3, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe,  
Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Service Design and Marketing (SDMC)**

David Pilpel (Chair), Nia Crowder,  
Ellen Hayes, Norman Rolfe, Dorris Vincent

**Service Reliability and Quality (SRQC)**

Joan Downey (Chair), Sue Cauthen,  
Daniel Murphy, Bruce Oka, Norman Rolfe

**Engineering and Maintenance (EMC)**

Nia Crowder (Chair), Steve Ferrario, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka, David Pilpel

**Safety, Training, and Accessibility (STAC)**

Bruce Oka (Chair), Linton Stables, Daniel Weaver

The MTA CAC may be contacted as follows:

Citizens' Advisory Council  
Municipal Transportation Agency  
401 Van Ness Avenue, Suite 334  
San Francisco, CA 94102-4524  
(415) 554-6873 Voice (415) 554-4103 Fax

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Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Avenue, Room 334, during regular business hours. Notices and agendas are posted on Muni's website at <http://www.sfmuni.com/cac>.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall by mail to Administrator, Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, City Hall, Room 409, San Francisco, CA 94102-4683; by phone (415) 554-7724; by fax (415) 554-5163 or by email at [Donna\\_Hall@ci.sf.ca.us](mailto:Donna_Hall@ci.sf.ca.us).

Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code on the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

### **Lobbyist Ordinance**

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Campaign and Governmental Conduct Code, Section 2.100, to register and report lobbying activity. For more information about the Lobbyist Ordinance, contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317, or visit their website at <http://www.ci.sf.ca.us/ethics/>.

**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, April 3, 2003 at 5:30pm**

401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

- |   |      |
|---|------|
| 1. Call to Order/Roll Call  | 5:30 |
| 2. Public Comment   | 5:32 |
| 3. Review and Adopt Minutes of March 6, 2003 (Discussion/Action)<br>[Attachment]            | 5:34 |
| 4. Report of the Chair (Discussion/Action)  | 5:36 |
| 5. Staff Report (Discussion/Action) [Attachment]<br>Paul Czechowicz (MTA CAC Staff Liaison) | 5:41 |

**Staff-Initiated Items (Discussion/Action)**

- |   |      |
|---|------|
| 6. Municipal Transportation Quality Review (Proposition E Audit) (Discussion/Action)<br>[Attachment]<br>Jose Cisneros (Deputy General Manager, Capital Planning and External Affairs, Community<br>and Publication Relations [Muni])<br>Kathleen Sakelarlis (Regulatory Affairs Manager [Muni]) | 5:45 |
| 7. Department of Parking and Traffic (DPT) Presentation: Budget, Finance and Administration<br>Overview (Discussion/Action)<br>Julia Dawson (Deputy Director Budget, Finance and Administration [DPT])  | 6:00 |

**Council-Initiated Items (Discussion/Action)**

- |  |      |
|--|------|
| 8. Revised Appendix B - Proposal for DPT Integration Into MTA CAC Committee Structure<br>(Discussion/Action)<br>Daniel Murphy (Chair, MTA CAC) | 6:15 |
| 9. MTA CAC Draft Amendment to the Rules of Order (Discussion/Action)<br>David Pilpel (Chair, SDMC)   | 6:30 |

**Committee Reports (Discussion/Action)**

- |  |      |
|--|------|
| 10. Service Design & Marketing (SDMC) (David Pilpel, SDMC Chair)<br>Last meeting held: January 30, 2003. | 6:35 |
|--|------|

Items discussed: Service Adjustments for Fiscal Year (FY) 2002-2003 and 2003-2004;  
Review of 78 Bayview Special, 19 Polk Reroute; Route Change Review Process and CAC



Involvement; Scope/Areas of Concern in Preparation for Future Consideration of DPT Traffic Engineering Items

The Committee failed to make quorum for the February 25th meeting. Informal discussions with staff regarding service adjustments, data collection plan, the Short Range Transit Plan (SRTP), and the Proposition E Sales Tax Reauthorization occurred. The Chair SDMC announced that the next regular meeting would be held on March 17th, but no agenda was submitted meeting and no meeting was held.

**Tentative next regular meeting: April 21, 2003, 401 Van Ness, Room 334**  
(Conference Room 335), 5:30pm

Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

11. Service Reliability and Quality (SRQC) (Joan Downey, SRQC Chair) 6:40  
Last meeting held: March 17, 2003.

Items discussed: Cable Car Follow-up; 39 Coit Service Improvement;

**Tentative next regular meeting: April 21, 2003, 2002, 401 Van Ness, Room 334**  
(Conference Room 335), 3:00 PM.

Pending Items: Muni Street Supervision Unit; 39 Coit Service Improvement, Passenger Service Report (PSR); Rescue Muni J, L, M, and N-Lines Recommendations Follow-up; Stations Operations (April 2003); Bus Cleaning (May 2003)

12. Engineering and Maintenance (EMC) (Nia Crowder, EMC Chair) 6:45  
Last meeting held: March 20, 2003.

Items discussed: Third Street Light Rail Project Update; Fleet Defect Issues Concerning Electric Transit Incorporated (ETI) Coaches; Alternative Fuel Pilot Program (AFPP) Update; Upcoming Meetings and Agenda Items.

**Tentative next regular meeting: April 17, 2003, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.**

13. Finance and Administration (FAC) (Daniel Murphy, FAC Chair) 6:55  
Last meeting held: February 13, 2003.

Items discussed: Fiscal Year 2003 Budget, Including Deficit Closure Plan and Force Reductions; Fiscal Year 2004 Muni Budget; Fiscal Year 2004 Department of Parking & Traffic Budget; Parking Revenues; Review of Service Design & Marketing Recommendations forwarded to FAC; Review of Previous Year's Budget Recommendations.

**Tentative next regular meeting: To be determined, 401 Van Ness, Room 334**  
(Conference Room 335), 5:15 PM.

Pending Items:

**April 2003:** Quarterly Review of Revenues and Expenses, Fiscal Year 2001/2002 Audits (Metro East land acquisition accounting), Maintenance Budget.

**May 2003:** Transit Impact Development Fee (TIDF)/SoMa Service follow-up.

14. Safety, Training, and Accessibility (STAC) (Bruce Oka, STAC Chair) 7:00  
Last Meeting held: March 18, 2003

Items Discussed: Sidewalk and Driveway Parking Violation Enforcement; Review of Draft Letter to Executive Director, Municipal Transportation Agency - Subject: Phelan Loop Island Parking Lot.

**Tentative next regular meeting: April 22, 2003, 401 Van Ness, Room 334, 4:00 PM.**

15. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes [Attachments] (Discussion/Action) 7:05

16. Council Members' Questions and Comments (Discussion/Action) 7:10

17. MTA CAC Agenda Planning - (Discussion/Action) 7:15  
Sunshine Ordinance Training  
Facilities Tour

18. Adjournment 7:30

Attachments:

Agenda Item 3 - MTA CAC Draft Minutes of March 6, 2003, 2003

Agenda Item 5 - Paul Czechowicz (MTA CAC Staff Liaison) Memorandum of April 3, 2003  
(with attachments)

Agenda Item 6 - Request for Proposals for Municipal Transportation Quality Review (CCO NO. 02-866) (March 2003) [P-590 (3-03)]

Agenda Item 15 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence







**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

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**FINAL MINUTES  
of  
Regular Meeting**

**Thursday, April 3, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (MTA CAC Chair) called the meeting to order at 5:36PM.

The Chair announced that Julia Dawson (Deputy Director Budget, Finance and Administration [Department of Parking and Traffic - DPT]) would have to leave the meeting earlier than scheduled and a change to the agenda was necessary. The Chair indicated with the Council's concurrence rather than calling procedural Agenda Items 2 through 5 that Agenda Item 7 would be called next. Vincent Dunlap (MTA CAC Secretary) asked that Roll Call be taken before proceed with Agenda Item 7.

**MTA CAC Members Present:** Daniel Murphy (Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Daniel Weaver.

**MTA CAC Members Absent:** Sue Cauthen, Nia Crowder (Vice Chair), Linton Stables, Dorris Vincent.

**The Secretary announced that a quorum of the Council was present at this time nine (9) members were present with four (4) members absent.**

**Department of Parking and Traffic (DPT) Staff Present:** Julia Dawson (Deputy Director Budget, Finance and Administration).

**San Francisco Municipal Railway (Muni) Staff Present:** Jose Cisneros (Deputy General Manager, Capital Planning and External Affairs, Community and Public Relations), Kathleen Sakelaris (Regulatory Affairs Manager), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Department of Parking and Traffic (DPT) Presentation: Budget, Finance and Administration Overview** (Agenda Item 7 - Discussion/Action). The Chair called for this item and introduced Julia Dawson who provided the Council a brief overview of the functions and goals of the Budget, Finance and Administration Division of DPT. She explained that the Division's functions included support of accounting, budget, contracts, information services, personnel, payroll, safety and training, technologies infrastructure and support, and general administration of the Directors' Office and the Department on a whole. Ms. Dawson



commented that the Department has a budgeted total of 500 employees with 27 employees (5%) employed in the Budget, Finance and Administration Division. Positions responsibilities encompass:

- Budget development, program analysis and financial oversight that includes the annual development and processes concerning the budget.
- Continuous and potentially episodic review of programs.
- Monitoring the approved budget on a monthly basis, participating in conversations with the Mayor's Office and the Comptroller regarding budget concerns.
- Legislative tracking and development.
- Advisory in a technical role to the Department's Engineers/Project Managers overseeing contracts associated with citation processing, meter and towing contracts ensuring compliance with City guidelines and procedures.
- Safety and cost control programs that includes issues regarding workers compensation, accident reductions, and training efforts associated with management training, i.e., sexual harassment prevention, diversity sensitivity, etc.
- Information Systems (Computer) support.

Ms. Dawson commented that the Division has been involved in the following processes during the current year in attempts to improve administration within the Department:

- Training, outreach and development of a procedures manual regarding changes in the City's purchasing process.
- Grant administration education to the Department's Engineering Staff.
- Upgrading network capabilities amongst divisions within the Department and throughout various locations.

Ms. Dawson stated that the Division has spent a significant amount of program and analysis time on budget issues. Currently, the Division is writing a new Request for Proposal (RFP) for the contracted citation processing services. She pointed out that the installation of the new electronic meters was completed on time and the Division is in the system design phase concerning the implementation of software associated with the new meter program. Ms. Dawson commented that the City Tow contract for towing services is in the rebid process. In response to the City's towing contract RFP, the Division is evaluating proposals that have been received. She stated that it is anticipated that the Department's proposal regarding the City's towing contract would be finalized within the next four-to-five months (August/September 2003) and would be presented to the MTA Board at that time.

Following the presentation Ms. Dawson responded to questions and comments made by Council Members regarding parking meter installation and software development, and the possibility of combining DPT and Municipal Railway (Muni) administrative function. The Chair expressed his thanks to Ms Dawson for addressing the Council.

**3. Municipal Transportation Quality Review (Proposition E Audit)** (Agenda Item 6 - Discussion/Action). The Chair called Agenda Item 6. Jose Cisneros (Deputy General Manager, Capital Planning and External Affairs, Community and Public Relations [Muni]), Kathleen Sakelarlis (Regulatory Affairs Manager [Muni]) were introduced. Mr. Cisneros stated that the



quality review was mandated in the Proposition E Charter amendment that created the new Municipal Transportation Agency (MTA). The amendment requires that the MTA contract on a bi-annual basis (every two years) with a nationally recognized consulting firm to review the extent the MTA has met and is expected to meet the goals, objectives, and performance standards adopted under Proposition E. He stated that the MTA is issuing a RFP and a copy was provided as an attachment to the Agenda. He commented that Muni has recently ended the first two years of governance under the new MTA. The review includes a final written report and oral presentation of the results of the review that will be presented to the Council, the MTA Board of Directors, the Comptroller's Office, the Board of Supervisors and the Mayor. Mr. Cisneros commented that the timeframe for completion of the review is anticipated within the next six-months. A team of five individuals comprised of a MTA CAC member who is also a member of Rescue Muni, a member of SPUR, two representatives from Muni, and one employee from the City's Comptroller's Office has been established to participate in the review process. Mr. Cisneros explained that there is a Minority Business Enterprise/Women Business Enterprise (MBE/WBE) goal for this contract of 15%, that the budget for the contract is \$50,000.00, and the firm that is selected will have the ability to be picked up under an option to do the work for the subsequent audit review based on the content of the first review. He stated that there are compliance issues that would have to be verified regarding the contract. The awarding of the contract is a very publicly executed contract, all the practices and requirements are delineated in Proposition E, which provide a very independent and visible review of how Proposition E has been implemented in the first two years. In closing, Mr. Cisneros stated that Muni is looking forward to receiving responses to the RFP and will continue to report back to the Council regarding the team's progress over the next few weeks.

Both Mr. Cisneros and Ms. Sakelaris addressed Council members questions regarding advertising of the contract's RFP, and the contract's review and approval process. **In response to Mr. Pilpel's question requesting that the names of the review team's members be provided to the Council, Mr. Cisneros explained that he would have to verify the legality in providing team members names and would provide a response to Mr. Pilpel.**

Replying to Mr. Pilpel's question concerning guidance provided to the consultant and the need to understand the consultant's proposed approach, **Mr. Cisneros stated that a suggestion would be included in the general guidelines provided to the independent consultant, and that discussion with the MTA CAC should be effect in reviewing the extent the MTA has met and is expected to meet the goals, objectives, and performance standards adopted under Proposition E.**

Mr. Pilpel asked, "Were any written requests received pursuant to the deadline for submission of written questions for clarifications?" Ms. Sakelaris explained that a question arose at the pre-proposal conference and one addendum was made providing clarification regarding the extent to which the MTA is expected to meet the goals. **Ms. Sakelaris stated that a copy of the addendum would be distributed to the Council.**

Responding to Mr. Pilpel's question regarding the public opening of bids, **Mr. Cisneros stated that much of the selection process is public until after it is completed, and he would verify and release any information when legally allowed.**



Ms. Sakelaris stated that Anne Richmond from the Executive Director's Office would be assuming duties as Project Manager.

The Chair extended his thanks to both Mr. Cisneros and Ms. Sakelaris for presenting the agenda item to the Council.

4. **Public Comment** (Agenda Item 2). The Chair requested that public comment be provide regarding any items within the scope of the jurisdiction of the Citizens' Advisory Council but not on the agenda. No public comment was given at this time.

5. **Review and Adopt Minutes of March 6, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Ms. Downey moved the following motion, which was seconded by Mr. Oka:  
Oka:

**Motion To Adopt: The Draft Minutes of the MTA CAC Rescheduled Regular Meeting of March 6, 2003 be accepted.**

**The Chair noted no further discussion and the Motion to Adopt carried with 9 yes votes and 4 absentees.** Daniel Murphy (Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Daniel Weaver **votes yes**; Sue Cauthen, Nia Crowder (Vice Chair), Linton Stables, Dorris Vincent were **absent**.

6. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Mr. Murphy reminded Committee Chairs that Committee agendas and tentative calendars are due to the Secretary by Friday, April 4th. He commented that it is hoped that Committee Chairs will begin to bring list of agenda item topics for their Committee's next meeting to the monthly Council meeting.

**Mr. Pilpel requested follow-up information to Chair items:**

- **The Board of Supervisors approval of parking fines.**

The Chair commented that he had been advocating for votes at City Hall for approving the parking fine increase. He commented on the disagreement at the first Budget Committee Hearing to increasing the Street Cleaning Ticket to \$45.00. DPT crafted a new proposal that recommended raising the Street Cleaning Ticket to \$35.00 and increasing other fines. Mr. Murphy commented that the revised proposal actually raised about \$1M more in revenues than the initial proposal submitted to the Budget Committee. The Budget Committee approved the revised proposal by a vote of four to one.

**Mr. Pilpel requested that copies of the final legislation concerning the increase in parking fines be provided to Council Members. The Chair agreed with Mr. Pilpel's request.**

The Chair reported that Fred Hamdun (Executive Director, Department of Parking and Traffic is resigning effective May 1st and would be working for Kevin Shelley (California Secretary of State).

- **Reinstating monthly meetings with the Council's Chair, Vice Chair and MTA Executive Director.**

The Chair stated that it is his intent to set up a meeting later this month.

- **Council's Annual Reports for 2001 and 2003.**

The Chair commented that his priorities in advocating revenues for the MTA through the Board of Supervisors superseded the annual reports and the reports will be addressed in the next couple of months. **Mr. Pilpel requested that the Chair provide an update as to the status of the reports at the next Council meeting.**

- **Discussion with DPT regarding staffing and concerns the Council has regarding DPT.**

The Chair stated that discussions have not been held, but he is aware of issues and requested Mr. Pilpel discuss with him issues relative to Service Design and Marketing Committee (SDMC) concerns. Also, the Chair commented that he wants to address issues regarding informal information request and how DPT Staff responds.

**7. Staff Report** (Agenda Item 5 - Discussion/Action). Paul Czechowicz submitted the staff report as an attachment to the agenda. Mr. Czechowicz commented on the following:

- **PacBell Baseball Events.** Muni transportation during the first series of baseball games went well.
- **Backdoor Boarding Program.** The disallowing of backdoor boarding has been suspended. Because of current national security alert status, employees who were monitoring backdoor boarding are now conducting security sweeps throughout the subway and other parts of Muni's service areas. Mr. Czechowicz commented that the policy is that with the exception of Light Rail Vehicles (LRVs), passengers are to board through the front doors of vehicles that are not designated Proof of Payment (POP). The Chair commented that the conclusion was made that by disallowing backdoor boarding riders possessing valid fast pass or transfers were being deterred from boarding and that there was no significant increases in revenue collection.

Mr. Pilpel referenced the April 1, 2003, Local 250-A Memorandum of Understanding (MOU) in which the transit operators voted to amend the MOU between July 1, 2003 and June 2004 in effort to help close the gap in Muni's Fiscal Year 2004 Budget. **He suggested that Mr. Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO) [Muni]) update the Council regarding this matter.**

Mr. Pilpel expressed concern regarding the mandatory two-unpaid personal leave days per operator as summarized in the referenced MOU. Mr. Czechowicz stated that there would be sign-ups for those furlough days. By planning the runs, affected impact on service would be minimized and runs would be filled from the extra board. **Mr. Pilpel suggested that Lisa Mancini (Deputy Executive Director) address the Council regarding this matter at the Council's next meeting.**



**The Chair agreed that Mr. Williams should update the Council regarding the MOU amendment and that the Finance and Administration Committee would agendaize the issue concerning the mandatory two-unpaid personal leave days per operators as summarized in the referenced MOU.**

- **Pending MTA CAC budget recommendations.**

Mr. Pilpel requested responses to the Council's budget recommendations.

The Chair inquired into the impact the peace demonstrations had on Muni. Mr. Czechowicz commented that the service went fairly well when taking into account the tactics employed by the protesters and that some overtime had been authorized. Transit Operators were requested in some instances by the San Francisco Police Department to assist in transporting both Police Officers and detainees. Management and supervisory personnel staffed a command post and staffing was provided to the Office of Emergency Services. All cost is being track under a separate account number and totals should be compiled by April 4th, which will be supplied to the Mayor's Office. The Mayor's Office is requesting funding from the Office of Homeland Security to offset the cost associated with the peace demonstrations. **Mr. Pilpel requested that a reported on the cost of the demonstrations be provided to the Council.**

Mr. Edward Mason (a member of the public) gave comment regarding the demonstrations in January and DPT's management of traffic. He stated Mission Street had been completely blocked and the inbound traffic on Third Street was diverted by either a right or left turn. However, on Howard and Folsom Streets (one-way streets) traffic was moving normally. If automobile traffic had not been truncated at Mission Street, but diverted to Howard or Folsom Streets, Muni buses could have been allowed to continue travel along Mission Street lessening the impact on service.

The Chair comments that better coordination between Muni and DPT is need to ensure buses are able to travel under such circumstances. Norman Rolfe commented that basically, Mr. Mason's point is that private automobile traffic should have be restricted from traveling along Mission Street which would have allowed Muni buses better access. Mr. Pilpel stated that a general discussion occurred at the SDMC regarding DPT's Parking Control Officers (PCOs) granting Muni priority when traffic blockage occurs.

**Mr. Pilpel suggested that Joyce Garay (Superintendent Street Operations [Muni]) and Preston Gresham (Assistant Superintendent Street Operations [Muni]) along with James Howard (Deputy Director, DPT) meet to discuss PCOs incorporating as a matter of policy Muni buses be given priority when traffic disruptions occur. Mr. Czechowicz stated that he would forward Mr. Mason's comments to the ISCOT Committee that provides planning as to traffic divergence and reroutes of Muni vehicles.**

**8. Revised Appendix B - Proposal for DPT Integration Into MTA CAC Committee Structure** (Agenda Item 8 - Discussion/Action). The Chair stated that he had intended to meet with the Committee Chairs but was unable to find a date when all the Committee Chairs could meet and he had not provided an attachment regarding the agenda item.



Mr. Weaver stated that Rebecca Silverburg, a constituent of District 11 and member of the Excelsior District Improvement Association, expressed to him her concerns regarding DPT's PCOs refusing to tag or deal in any way with cars having expired licenses that continue to be parked on the streets. Mr. Weaver commented that DPT has a thirty-day grace period before taking action, however there is no parking enforcement occurring after the expiration of the grace period. He stated that Ms. Silverburg is of the opinion that if these illegal vehicles were removed from the streets parking would become available and individuals would not have to park cars on the sidewalks.

The Chair commented that Council would need clarification as to DPT's policies and responsibility in citing vehicle parked on the street having expired vehicle registrations and what types of citations are issued strictly by the SFPD, DPT PCOs or by both, especially regarding neighborhood parking enforcement. **The Chair directed that a request for information be submitted regarding this matter.** Mr. Weaver indicated that once the integration of DPT Staff into the Council structure occurs, he would request that the specific committee agendaized this issue for discussion.

The Chair indicated that there are issues regarding DPT that impacts the Engineering and Maintenance Committee (EMC). The Chair indicated that Agenda Item 8 would be continued for one month.

**9. MTA CAC Draft Amendment to the Rules of Order** (Agenda Item 9 - Discussion/Action). Mr. Pilpel indicated that no text was available for the Council's review. His research regarding designating Council Members pro-tem to a Committee is more complicated. The Council needs to review its Rules of Order and formalize the Committees as standing Committees, indicate their membership by number and probably explain the Committees jurisdiction.

**Mr. Oka suggested that the Council should consider combining the Safety, Training, and Accessibility Committee (STAC) with the Service Reliability and Quality Committee (SRQC). The Chair indicated that as part of the Committee Chairs meeting the discussion of merging committees and incorporating DPT issues into the Committee structure should happen at that time. In response to Mr. Pilpel's query if the Council would support the pro-tem designation policy, the Chair commented that Council Members had previously expressed their agreement with the policy concept and that a proposal would be presented to the Council next month.**

**10. Service Design & Marketing (SDMC)** (Agenda Item 9 - Discussion/Action). Mr. Pilpel (Chair SDMC) indicated that the Committee did not meet in March and the SDMC plans to meet on April 21st.

Mr. Pilpel announced that the Transportation Authority (TA) is in process of convening an Expenditure Plan Advisory Committee for the Sales Tax Reauthorization. He indicated that Mr. Rolfe, Mr. Oka and he have applied to serve.

Mr. Weaver commented that it was his understanding that a presentation was to be given at today's meeting about the Council and Muni's role in planning Muni's future in regards to the Proposition B. He stated that he was told by Nia Crowder (MTA CAC Vice Chair and EMC Chair) that staff from the TA was to be scheduled to address the EMC which had been changed to a presentation to be given to the Council. Mr. Murphy stated that he was unaware of this issue and would discuss the matter with Ms. Crowder. Mr. Pilpel stated that a representative from the TA did come to the February SDMC meeting to discuss this issue, but the Committee failed to make quorum and the issue was to be discussed further at a later SDMC meeting. The SDMC received a list of all the Muni projects submitted for sales tax funding. Mr. Pilpel added that apparently much of the work is being performed at the staff level and one of the Council's concerns was that there be some public review before the Board final submission as a ballot measure.

Steve Ferrario left the meeting at this time.

**11. Service Reliability and Quality (SRQC)** (Agenda Item 11 - Discussion/Action). Ms. Downey (Chair, SRQC) stated that the Committee had meet with Brendan Scanlan (Superintendent of Cable Car Operations [Muni]) to discuss the Council's previous years Cable Car recommendations. Mr. Rolfe commented that discussions were held regarding how to keep service operating, reliability, maintaining headways and an observed shortage in runs. Ms. Downey commented that Mr. Scanlan addressed Union concerns and operators behavior that affect Cable Car service. The Council Chair stated that Mr. Scanlan made known the management challenges and difficulties regarding Cable Car operations.

**Mr. Pilpel suggested that Cable Car improvements be a major priority for the Council and during the Council Chair's discussions with the MTA Board and the Executive Director emphasis the importance of this issue.**

Steve Ferrario returned to the meeting at this time.

**12. Engineering and Maintenance (EMC)** (Agenda Item 12 - Discussion/Action). Mr. Czechowicz read Nia Crowder (Chair EMC) written report which indicated that Muni provided excellent staff support at the Committee's March 20th meeting. Vince Harris (Deputy General Manager of Construction) and Dennis Tsai (Project Manager, Third Street Light Rail Construction) provided update on the Third Street Project with an overview of the construction contract status on the Initial Operating Segment. Notice to proceed is anticipated sometime in April for Segment C - Central Waterfront and Segment F - Visitation Valley. Michael Chinn (Senior Operations Manager, Fleet Procurement) also gave a presentation on the Alternative Fuels Pilot Program (AFPP). **The final report for the AFPP is due in July.** Kerstin Magary (Senior Project Manager, Fleet Engineering) provided clarification on fleet defect issues that were reported in the ETI coaches. The next meeting of the EMC is scheduled for April 24, 2003.



Ellen Hayes commented that either Muni or PG&E are not properly covering the excavated dirt along Section E (extending from Highway 101 up to about Paul Avenue). Community members have expressed concern about airborne (asbestos) toxins in the area and requested that Muni inquire into this matter. **The Chair directed that the EMC follow-up on this issue.**

**13. Finance and Administration (FAC)** (Agenda Item 13 - Discussion/Action). Mr. Murphy (Chair, FAC) stated the Committee did not meet during the month of March. He stated that the FAC would meet this month and reminded FAC Members present to remain following the meeting to discuss setting a meeting date.

**14. Safety, Training, and Accessibility (STAC)** (Agenda Item 14 - Discussion/Action). Mr. Oka (Chair STAC) stated that the STAC met on March 18th. Staff in attendance from DPT was Diana Hammons (Director, Government Relations & Public Affair), Barbara Davis-Regan (Director of Enforcement), and Jim Hodges (Assistant Director of Enforcement). The Committee discussed the topic Sidewalk and Driveway Parking Violation Enforcement. Mr. Weaver commented that a notice form would become available on the DPT website that residents could use to inform sidewalk parking violators of the rules applicable to sidewalk/driveway parking violations.

Mr. Weaver inquired as to the Council approving a draft letter regarding the Phelan Loop Parking Lot and requested that the item be agendized for the Council's next meeting.

Mr. Weaver commented that the Committee is moving to preparing a letter to be sent to the TA that recommends that the position be adopted of not being involved in the construction of any utilities boxes in the public right of way. The position would also state that utilities boxes are to be installed off the public right of way, screened and landscaped, made into usable street furniture and installed per the Department of Public Works (DPW) recommendations or underground. This issue would impact DPT's installation of a new generation of Traffic Signal Controller Cabinets/Utilities Boxes along the public right of way. In response to Mr. Weaver's question as to whom should the letter be addressed, the Council Chair stated that the Council is not limited in sending the letter to the TA or to any other agency should the Council so chooses. Mr. Oka stated that the STAC would hold it's next meeting on April 22nd.

Ms. Hayes departed the meeting at this time.

**15. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** (Agenda Item 15 - Discussion/ Action). The Chair noted the Council had no questions regarding this item.



**16. Council Members' Questions and Comments** (Agenda Item 16 - Discussion/Action). Mr. Pilpel questioned the reason why the Council's information packages included California Air Resource Board (CARB) information on the Staff's Suggested Modifications to the Proposed Regulation Order - Proposed 2003 Amendments to the California Zero Emission Vehicle Regulation. Mr. Czechowicz stated that the information was provided in response to Mr. Pilpel's question of whether buses would be impacted by the CARB standards change. Mr. Czechowicz commented that he understands that CARB voted not to change its standards and to keep the zero emissions levels the same.

Mr. Pilpel announced that the Golden Gate Transit Authority is contemplating about a 35% cut in service, which amounts to about \$20M in annual service reduction - approximately 1/3 of the Authority's budget. Public workshops will be held next week with possible formal hearing in May and implementation of service reductions in September. He stated that there might be some impact on Muni. The Authority has held discussions considering the removal of their 50 Route (San Marin - Novato - San Rafael - Marin City - Sausalito - San Francisco) from Geary Boulevard and taking the route completely out of service. **Mr. Pilpel stated that he would schedule a discussion as to the impact this reduction in service would have on Muni as a SDMC agenda item.**

**17. MTA CAC Agenda Planning** (Agenda Item 17 - Discussion/Action). The Chair requested that Council Members provide feedback identifying what Muni/DPT facilities members would like to visit. He advised due to shortness in time, Council Members should forward information to Mr. Czechowicz or directly to the Chair. **Mr. Pilpel suggested that a proposal be prepared for next month.**

**18. Adjournment.** The Chair adjourned the meeting at 7:36pm.



**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Notice Regular Meeting and Agenda**

Thursday, May 1, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California

**Members:**

Daniel Murphy (Chair),  
Sue Cauthen, Art Cimento, Nia Crowder, Joan Downey,  
Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe,  
Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Service Design and Marketing (SDMC)**

David Pilpel (Chair), Nia Crowder,  
Ellen Hayes, Norman Rolfe, Dorris Vincent

**Service Reliability and Quality (SRQC)**

Joan Downey (Chair), Sue Cauthen,  
Daniel Murphy, Bruce Oka, Norman Rolfe

**Engineering and Maintenance (EMC)**

Nia Crowder (Chair), Steve Ferrario, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka, David Pilpel

**Safety, Training, and Accessibility (STAC)**

Bruce Oka (Chair), Linton Stables, Daniel Weaver

The MTA CAC may be contacted as follows:

Citizens' Advisory Council  
Municipal Transportation Agency  
401 Van Ness Avenue, Suite 334  
San Francisco, CA 94102-4524  
(415) 554-6873 Voice (415) 554-4103 Fax

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

Regular Meeting

Thursday, May 1, 2003 at 5:30pm

401 Van Ness Avenue, Room 334 (Conference Room #335)

San Francisco, California

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. Call to Order/Roll Call	5:30
2. Public Comment	5:32
3. Review and Adopt Minutes of April 3, 2003 (Discussion/Action) [Attachment]	5:34
4. Report of the Chair (Discussion/Action)	5:36
5. Staff Report (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:41

**Council-Initiated Items (Discussion/Action)**

6. Revised Appendix B - Proposal for DPT Integration Into MTA CAC Committee Structure (Discussion/Action) Daniel Murphy (Chair, MTA CAC)	5:46
7. MTA CAC Draft Amendment to the Rules of Order (Discussion/Action) David Pilpel (Chair, SDMC)	6:01
8. Draft Letter to Michael Burns (Executive Director, Municipal Transportation Agency) (Subject: Phelan Loop Parking Lot) Daniel Weaver (Council Member)	6:30

**Committee Reports (Discussion/Action)**

9. Service Design & Marketing (SDMC) (David Pilpel, SDMC Chair) Last meeting held: January 30, 2003. No Meeting held March and April 2003.	6:45
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Items discussed: Service Adjustments for Fiscal Year (FY) 2002-2003 and 2003-2004;  
Review of 78 Bayview Special, 19 Polk Reroute; Route Change Review Process and CAC  
Involvement; Scope/Areas of Concern in Preparation for Future Consideration of DPT  
Traffic Engineering Items

The Committee failed to make quorum for the February 25th meeting. Informal  
discussions with staff regarding service adjustments, data collection plan, the Short Range  
Transit Plan (SRTP), and the Proposition E Sales Tax Reauthorization occurred.

**Tentative next regular meeting: May 19, 2003, 401 Van Ness, Room 334**

(Conference Room 335), 5:30pm

Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

10. Service Reliability and Quality (SRQC) (Joan Downey, SRQC Chair)

6:50

Last meeting held: April 21, 2003.

Items discussed: Muni Street Supervision Unit; Rescue Muni J, L, M & N Lines Recommendations; Follow-up, Cable Car Follow-up.

**Tentative next regular meeting: May 19, 2003, 2002, 401 Van Ness, Room 334**

(Conference Room 335), 3:00 PM.

Pending Items: 39 Coit Service Improvement, Passenger Service Report (PSR); Rescue Muni J, L, M, and N-Lines Recommendations Follow-up; Bus Cleaning (May 2003).

11. Engineering and Maintenance (EMC) (Nia Crowder, EMC Chair)

6:55

Last meeting held: April 24, 2003.

Items discussed: Planning the Scheduling of Committee Meeting on a Bi-Monthly/Quarterly or on an As Needed Basis; Developing a List of Topics/Items of Interest Concerning Construction, Engineering and Maintenance Matters Associated with the Municipal Railways (Muni), and Department of Parking and Traffic (DPT) Service Plans and Operations.

**Tentative next regular meeting: June 19, 2003, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.**

12. Finance and Administration (FAC) (Daniel Murphy, FAC Chair)

7:00

Last meeting held: February 13, 2003.

Items discussed: Fiscal Year 2003 Budget, Including Deficit Closure Plan and Force Reductions; Fiscal Year 2004 Muni Budget; Fiscal Year 2004 Department of Parking & Traffic Budget; Parking Revenues; Review of Service Design & Marketing Recommendations forwarded to FAC; Review of Previous Year's Budget Recommendations.

**Tentative next regular meeting: To be determined, 401 Van Ness, Room 334**

(Conference Room 335), 5:15 PM.

Pending Items:

**May 2003** - Transit Impact Development Fee (TIDF)/SoMa Service follow-up.

13. Safety, Training, and Accessibility (STAC) (Bruce Oka, STAC Chair)

7:05

Last Meeting held: April 22, 2003

Items Discussed: Sidewalk and Driveway Parking Violation Enforcement; Traffic Signal Controller Cabinets/Utilities Boxes.

**Tentative next regular meeting: May 20, 2003, 401 Van Ness, Room 334, 4:00 PM.**

14. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes [Attachments] (Discussion/Action)

7:10

- |   |      |
|---|------|
| 15. Council Members' Questions and Comments (Discussion/Action) | 7:15 |
| 16. MTA CAC Agenda Planning - (Discussion/Action)               | 7:25 |
| Sunshine Ordinance Training                                     |      |
| Facilities Tour   |      |
| 17. Adjournment   | 7:30 |

Attachments:

Agenda Item 8 - Draft Letter to Michael Burns (Executive Director, Municipal Transportation Agency), (Subject: Phelan Loop Parking Lot)

Agenda Item 14 - Matrixes:

- MTA CAC Attendance Chart
- MTA CAC Information Requests (Completed)
- MTA CAC Information Requests (Pending)
- MTA CAC Recommendations (Pending)
- MTA CAC Recommendations (Completed)
- MTA CAC Incoming Correspondence







**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

**FINAL MINUTES  
of  
Regular Meeting**

**Thursday, May 1, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (MTA CAC Chair) called the meeting to order at 5:40PM.

**MTA CAC Members Present:** Daniel Murphy (Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, David Pilpel, Norman Rolfe, Linton Stables, Daniel Weaver, Dorris Vincent.

**MTA CAC Members Absent:** Sue Cauthen, Nia Crowder (Vice Chair),

**The Secretary announced that at the time of Roll Call a quorum of the Council was present. Eight (8) members were present:** Daniel Murphy (Chair), Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Daniel Weaver, Dorris Vincent. **Five (5) members absent:** Sue Cauthen, Art Cimento, Nia Crowder (Vice Chair), Ellen Hayes, David Pilpel.

**San Francisco Municipal Railway (Muni) Staff Present:** Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Public Comment** (Agenda Item 2). The Chair noted no members of the public were present and no Council Member gave public comment at this time.

3. **Review and Adopt Minutes of April 3, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. The Secretary provided the Council a revised set of draft minutes that consisted of minor typographical changes. Linton Stables moved the following motion, which was seconded by Daniel Weaver:

**Motion To Adopt:** **The Draft Minutes of the MTA CAC Regular Meeting of April 3, 2003 be accepted.**

**The Chair noted no further discussion and the Motion to Adopt the draft minutes carried with eight (8) yes votes and five (5) absentees.** Daniel Murphy (Chair), Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Daniel Weaver, Dorris Vincent **votes yes**; Sue Cauthen, Art Cimento, Nia Crowder (Vice Chair), Ellen Hayes, David Pilpel were **absent**.



4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Mr. Murphy announced there has been a change in leadership within the Department of Parking and Traffic (DPT). Effective April 30, 2003, Mr. Fred Hamdun (Executive Director, DPT) resigned to become a Deputy Secretary of State in Sacramento. Mr. Murphy stated that discussions between Michael Burns (Executive Director, Municipal Transportation Agency) and he occurred on April 28th in which the Chair addressed Council issues and concerns. Highlighting the discussion, the Chair gave the following comments:

- Announcement of a successor to the Executive Director, DPT position is forthcoming soon.
- Improve DPT and MTA CAC relations as to DPT providing staffing in support of Council meetings.
- DPT's responsiveness to Council request and prioritizing Council concerns and interests.
- Pending Council issues concerning the Carl and Willard Metro Rail Stop, and the Phelan Loop construction.
- The need for both Muni and DPT to provide advance notice on issues that fit a six-to-twenty-four month list of items of concern/projects being considered and to be forwarded to the MTA Board.

The Chair stated that Mr. Burns was in agreement with improving areas of concern as discussed and that he would provide direction to Staff. **The Chair remarked that Mr. Burns suggested that the Council becomes more involved in serving as advisory regarding some of the funding issues relating to Muni, i.e., the Proposition B process, Perratta Bill, Transit Impact Development Fee (TIDF), and Translinks.**

The Chair indicated that the Nia Crowder (Vice-Chair) would also attend future meeting with the Executive Director. He commented that future meeting topic would involve a mix of structural issues as to how the MTA CAC associates with the organization and particular issues of Council concern.

The Chair stated that he suggested to Mr. Stables and Mr. Oka, Safety Training and Accessibility Committee (STAC) members that Daniel Weaver's draft letter to DPT regarding Sidewalk and Driveway parking violations should not be forwarded at this juncture pending the appointment of the new Head of the DPT.

Mr. Oka stated that the Muni Accessibility Advisory Committee (MAAC) has forwarded a letter to the Executive Director regarding illegal parking in bus zones.

Dorris Vincent expressed her concern regarding sidewalk and driveway-parking violations occurring in the block of Newhall and Third Streets and the safety difficult wheelchair user encounter trying to negotiate around illegally parked cars in the area.

The Chair responded that San Francisco Police Department (SFPD) along with DPT does have the authority to enforce sidewalk/driveway-parking violations. He commented that the Executive Director has attended community meetings and has received numerous comments from residents that sidewalk parking enforcement should be prohibited. The Executive Director



expressed his understanding as to the need for sidewalk/driveway-parking violation enforcement.

Joan Downey inquired if the Passenger Service Report (PSR) process had been discussed during the Chairs meeting with the Executive Director? Mr. Murphy stated that the topic was broached briefly and subsequent discussions will take place at the next Council Chair's meeting with the Executive Director.

In response to Mr. Stables question concerning the background and qualifications of the incumbent Head of DPT, Mr. Murphy stated that it is his belief that the incumbent's priority would be to further the integration of the two Departments (DPT and Muni).

The Chair announced that a City-wide Sunshine Ordinance training would be given on May 6 at Herbst Theater and urged all Council Members to attend. The Secretary provides Council Members copies of the booklet "An Overview of the Laws Governing the Conduct of Public Officials".

Norman Rolfe announced that the Expenditure Plan Advisory Committee would also be meeting on May 6th.

**Art Cimento and Ellen Hayes arrived during the Report of the Chair.**

5. **Staff Report** (Agenda Item 5 - Discussion/Action). Paul Czechowicz submitted the staff report as an attachment to the agenda. Mr. Czechowicz responded to questions and concerns raised at the April 3rd Council meeting as follows:

- **Muni's additional cost incurred between March 19th and March 28th resulting from the recent anti-war demonstrations** (David Pilpel). A written response to the question was provided (attached). Mr. Czechowicz commented that Muni's incremental cost came to \$123,851.31. The cost includes overtime for operators and inspectors, fuel and lost revenues costs. He commented that the actual cost that includes upper management fieldwork costs (salaries) could be estimated at about \$100,00.00 per day, however, upper management associated costs are not recoupable. A detailed costing had been sent to the Mayor's Office and would be provided to the Council on request.
- **Enforcement of expired motor vehicle license tags** (Daniel Weaver). Mr. Czechowicz stated that both the SFPD and DPT enforce this violation. Usually the SFPD and DPT have a thirty-day grace period for vehicles parked on the streets having expired license tags before issuing a citation. The policy is to tow the violating vehicles after six-months.
- **Union Negotiations** (David Pilpel). Mr. Czechowicz stated that Locals 200 and 790 are the only two remaining Unions that have not signed the technical agreement that is to go before the Municipal Transportation Agency (MTA) Board. A package agreement with a 7 1/2% retirement pickup has been given to all the Unions and most have agreed. Arbitration has to be completed by the end of May. **He suggested that Mr. Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO) [Muni]) could update the**

**Finance and Administration Committee (FAC) or the Council by providing a summary of the agreements when negotiations have been completed.**

Responding to Mr. Weaver's question if Muni has held public meeting and received any community feedback regarding the Foerster and Genessee Streets one-way streets proposal, **Mr. Czechowicz stated that he believes some type of outreach was conducted, but is unaware of an actual meeting. Mr. Czechowicz stated that he would contact staff and provide a response to all Council Members.**

Ms. Downey referenced William Sisk (President, Transport Workers Union of America, Local 250-A) letter of March 4, 2003 to Michael Burns in which a request for information concerning unanswered questions regarding certain line items in the proposed FY2004 budget presented during the MTA's Special Meeting. **With the concurrence of the Chair it was requested Mr. Czechowicz provide the Council a copy of the response to this letter.**

The Chair commented that some Council members raised questions concerning the Council not having reviewed the operating budgets for the parking garages rate changes going to the MTA Board for approval at the May 6, 2003 meeting. Mr. Murphy stated due to the approval process and time constraints regarding this matter, the Council would not have an opportunity to review the budgets. Per conversations between the Council Chair and the MTA Executive Director, it was agreed that the Council would have an opportunity to provide comments concerning future parking garages budgets submissions.

**David Pilpel arrived at this time.**

Copies of the San Francisco Municipal Transportation Agency, Municipal Railway Department (Operations Division), Quarterly Management Report were distributed to Council Member who had not received a copy. Mr. Czechowicz stated that in the future electronic copies could be provided.

**6. Revised Appendix B - Proposal for DPT Integration Into MTA CAC Committee Structure** (Agenda Item 6 - Discussion/Action). The Chair stated that the Council had been provided a copy of the Proposed Committee Structure (attachment). The Council's Committee Chairs met on April 30th to discuss committee structure and the integration of DPT. The issue had been raised at the April 3rd Council meeting about the possibility of reducing the number of Council Committees by combining the Engineering and Maintenance Committee and the Safety, Training and Accessibility Committee (STAC). The Council's discussion about integrating DPT functions into the MTA CAC review process had been deferred until the review of the Council's committee structure was completed. He explained the division of DPT functions in association with the Council's Committee structure. The Chair stated that it is hoped that DPT will find the division of functions acceptable and the reduction of Committees from five (5) to four (4) would offset the splitting of DPT's Traffic Services functions between two committees. The recommended Council Committee Structure relative to DPT functions and Committee Chair appointments follows:



- Engineering, Maintenance, & Safety Committee (EMSC) (Nia Crowder, Chair) [formerly the Engineering and Maintenance Committee (EMC) combining the Safety, Training and Accessibility Committee (STAC)].
- Finance & Administration Committee (FAC). (Daniel Murphy, Chair)
  - Administration and Finance
  - Parking Authority
- Operations & Customer Service Committee (OCSC) (Joan Downey, Chair) [formerly the Service Reliability and Quality Committee (SRQC)].
  - Constituent/Parking Services
  - Enforcement
  - Administrative Hearings
  - Traffic Services (Traffic Operations, Construction, ITMS, Livable Streets, Bicycle Program)
- Planning & Marketing Committee (PMC) (David Pilpel, Chair)  
[formerly the Service Design & Marketing Committee (SDMC)].  
Traffic Services (Traffic Management, Special Projects)

The Chair stated that Ms. Crowder and Mr. Oka were in agreement that Ms. Crowder serves as the Chair of the EMSC. The next phase following Council approval would be for the Vice-Chair, the MTA CAC Liaison and the Council Chair to hold discussions with DPT requesting their support of the Committee revised structure.

In response to Ms. Hayes question regarding the committee structure in relation to Proposition E goals and objectives, Mr. Murphy stated that Muni's provisos concerning Proposition E goals and objectives remains the same in regard to committee structure. Significantly, the only change is the combining of the EMC with the STAC in which there was an overlap of members - 2/3 of the STAC membership was also members of the EMC.

**Norman Rolf suggested that the DPT Liveable Streets function be assigned under PMC.** The Chair stated that the Liveable Streets and Bicycle Program are somewhat fluid functions that might be reassigned depending on obtaining a clearer understanding of the Planning Division of Traffic Services. Mr. Murphy stated that the proposal is an attempt to not split functions within a Division.

**Mr. Stables recommended that the Council consider having three (3) Committee vice four (4) by combining Marketing with Operations & Customer Services and Planning with Engineering, Maintenance, & Safety.** He expressed the opinion that the restructuring should not be just in consideration of integrating DPT functions but consolidating Muni Staff functions as well. Mr. Stables commented that Customer Services and Marketing are related functions that should be combined. Planning, Engineering, Maintenance and Safety are similar items that should be merged, respectively. This would place all the Traffic Services items under one Committee, which would better serve the connection with DPT.

The Chair stated that he would prefer that the Council approach the consolidation of Committees incrementally. If it is decided at a later point that Mr. Stable's recommendations are viable then the Council should consider the recommendation.



Mr. Ferrario commented that he is partial to the current proposal but the Council should review the possibility of consolidating Committees as recommended by Mr. Stables sometime in November.

**Mr. Ferrario called the question.**

Responding to Mr. Weaver's concerns regarding previous STAC issues regarding pedestrian access and safety issues, the Chair stated that these items would be agendized under the EMSC.

**The Chair suggested that an effective date be considered to allow DPT the opportunity to agree with supporting the proposed Committee Structure. Mr. Oka suggested that the Proposed Committee Structure be adopted effective June 5, 2003.**

Ms. Downey moved the following motion, which was seconded by Mr. Cimento:

**Motion To Adopt: The Proposed Committee Structure is accepted with an effective date of June 5, 2003.**

**The Chair noted no further discussion and the Motion to Adopt the Proposed Committee Structure carried unanimously.**

**7. MTA CAC Draft Amendment to the Rules of Order** (Agenda Item 7 - Discussion/Action). Mr. Pilpel stated that as discussed during the last Council meeting he was awaiting the results of the Proposed Committee Structure before he could present a draft amendment to the rules of order. He stated that issues concerning Committees membership and the Council vacancies have to be overcome before the proposal of designating Council Members pro-tem to a Committee could be brought before the Council for consideration. **The Chair stated that he would meet with Mr. Pilpel to assist in working through these issues.** The Chair stated that the item would be deferred until advance text is prepared.

**8. Draft Letter to Michael Burns (Executive Director, Municipal Transportation Agency) (Subject: Phelan Loop Parking Lot)** (Agenda Item 8 - Discussion/Action). Mr. Weaver provided background by stating the merchants and residential groups along Ocean Avenue approached the Mayor approximately three years ago and it was agreed that a beautification element be added to the K-Line reconstruction project. A major element of the project included sidewalk bulb outs at strategic locations to assist transit boarding and pedestrian safety. Mr. Weaver stated that the Better Neighborhood Team coordinated an agreement between the merchants and residents regarding the reconfiguration of the Phelan Loop Island. A compromise had been made in which the back of the island would have approximately 12 parking spaces and the front part of the island would be a landscaped transit pedestrian waiting area. The draft letter is an attempt to enumerate that Muni should try to reach a consensus between opposing merchants and neighborhood groups regarding the reconfiguration of the Phelan Loop Island and not reject the proposed Department of Public Works (DPW) landscape plan.

Mr. Oka commented that the MAAC supports the DPW landscape plan.

Mr. Murphy stated that the Council endorsed the DPW landscape plan concerning the Phelan Loop parking area. Per recent discussions between the Executive Director and the Council Chair, the Executive Director expressed concern in having the project properly constructed meeting the concerns of both the merchants and residents alike.

Mr. Weaver commented that the merchants became unwilling to reach a compromise regarding the reduction of the number of parking spaces once having read the Executive Director's letter of January 21, 2003.

**Mr. Cimento commented that the letter should be rewritten in a more direct and constructive manner as opposed to the current tone. He suggested that the letter includes alternative solutions in resolving the opposing views.**

**Mr. Oka suggested that Mr. Weaver and he meet with the Executive Director to discuss this issue. The Chair stated that Mr. Oka could meet under the capacity as MAAC Chair.**

**Mr. Pilpel commented that he supports the letter as drafted and suggested that the letter include wording, "We would encouraged you to meet with Dan Weaver and Bruce Oka to discuss this matter further."**

The Chair commented that he personally would like to consider language that is less aggressive. Mr. Murphy noted that the letter communicate the perception that a consensus between the merchants and the residents had not been reached.

**The Chair directed that as MAAC Chair, Mr. Oka set up a meeting with the Executive Director and invite Mr. Weaver to attend and then notify the Council Chair of the results of the meeting.**

**9. Service Design & Marketing (SDMC)** (Agenda Item 9 - Discussion/Action). Mr. Pilpel (Chair SDMC) indicated that the Committee did not meet in April and the SDMC intends to meet in May.

**10. Service Reliability and Quality (SRQC)** (Agenda Item 11 - Discussion/Action). Ms. Downey (Chair, SRQC) stated that the Committee had meet with Jim Kelly (Senior Operations Manager-Operations Analysis) and discussed Street Supervision relative to the Metro Line. Peter Straus (Manager, Service Planning) gave reason as to why a response regarding the Rescue Muni J, L, M & N Lines Recommendations had not been received. Mr. Czechowicz commented that a staff member has been assigned to prepare a response. Ms Downey stated that at the next meeting of the SRQC the Committee plans as discussion the Transit Preferential Street Program (TPSP) and the Rapid Rail Programs (RRP) that should addresses many of the Rescue Muni recommendations.



**11. Engineering and Maintenance (EMC)** (Agenda Item 11 - Discussion/Action). Mr. Stables stated that the Committee discussed future agenda planning and it was decided that the Committee would hold its next meeting in June.

**12. Finance and Administration (FAC)** (Agenda Item 12 - Discussion/Action). Mr. Murphy (Chair, FAC) stated the Committee did not meet during the month of April. Per discussion with the Executive Director, a number of items were suggested that the Committee should consider for discussion that were applicable to the FAC. The items suggested would be integrated into the Committee's Tentative Topics Calendar.

**13. Safety, Training, and Accessibility (STAC)** (Agenda Item 13 - Discussion/Action). Mr. Oka (Chair STAC) stated that the STAC discussed the topic Sidewalk and Driveway Parking Violation Enforcement.

**Ms. Vincent suggested that the DPT warning flyers should be redesigned to illustrate that partial driveway obstructions are not acceptable.**

The Council Chair directed that the STAC Chair make a recommendation that the illustrations on the flyer be altered to more accurately reflect the appearance of a San Francisco neighborhood instead of the current suburban illustration.

**14. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** (Agenda Item 14 - Discussion/Action). The noted the Council had no questions regarding this item.

**15. Council Members' Questions and Comments** (Agenda Item 15 - Discussion/Action).

- Ellen Hayes - Performance Measure Boards. Have the boards been implemented as recommended by the Council?

**16. MTA CAC Agenda Planning** (Agenda Item 16 - Discussion/Action).

- Sunshine Ordinance Training will be offered on Tuesday May 6, 2003 at Herbst Theater, 401 Van Ness from 6pm-8pm.
- Facilities Tour. Committee Members are to submit to the Council Chair or the MTA CAC Liaison suggested locations for visiting.
- David Pilpel - Requested that the Council receive in June a presentation of any advocacy documents relative to the Federal Transportation Reauthorization (T3).

**18. Adjournment.** The Chair adjourned the meeting at 6:40pm.



Municipal Transportation Agency  
Citizens' Advisory Council  
Final Minutes of Regular Meeting  
Thursday, May 1, 2003

Attachments:

Agenda Item 5 - Katie Petrucine (Mayor's Budget Office letter undated)

Agenda Item 6 - Appendix B - Proposal for DPT Integration Into MTA CAC Committee  
Structure (with DPT Organizational Chart)

Proposed Committee Structure (with revised DPT Organizational  
Chart)



Katie Petrucione  
Mayor's Budget Office  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

This is in response to your request for the additional costs incurred between March 19 and March 28 resulting from the recent anti-war demonstrations. Muni's incremental costs come to \$123,851.31.

These demonstrations impacted Muni operations significantly. Buses and electric trolleys were caught among the demonstrators in and around Market Street. Cable Car service was impeded and was not able to reach Powell Street. In addition, Muni buses were commandeered by the Police Department in order to transport arrested demonstrators to the booking areas.

The costs shown below represents solely the incremental costs incurred by Muni specifically tied to the demonstrations. They do not show opportunity costs, such as unmet service, redeployment of vehicles and operations staff, and the ongoing management oversight and direction in responding to this emergency.

Lost Revenue		\$55,224.00
<u>Additional Overtime</u>		
Transit Operators	\$39,886.16	
Operations Supervision		
Street Operations	\$6,443.41	
Metro Rail	\$2,288.25	
Cable Car	\$298.92	
Station Agents	\$1,256.66	
Custodians	\$1,556.40	
Facilities	\$2,031.58	
Maintenance	<u>\$8,255.32</u>	
Total Overtime	\$62,016.70	
Fringe benefits @ 7.65%	<u>\$4,744.28</u>	
Total Overtime Costs		\$66,760.98
Fuel		
Muni buses for Police	\$1,247.93	
SFPD vehicles	<u>\$618.40</u>	
		<u>\$1,866.33</u>
Total		\$123,851.31



Lost revenue: This represents what Muni lost at the farebox. Only cash revenues were considered. Actual revenues for these days were compared to the average daily cash revenue collected for the last 5 months.

Overtime: This includes transit operator overtime for late pull-ins tied to the demonstration, overtime for operators that drove Muni buses for the Police and Sheriff, and for the shuttle that replaced the Market Street F-Line. In addition, service operations supervisors personnel on the street, in the Metro and in Central Control provided additional hours in order to re-route buses and trolleys and provide additional service in the Metro to pick up stranded riders. Station Agents remained to keep passengers apprised of service changes and make public announcements. Further, custodians provided additional cleaning of Metro stations, and Building and Grounds employees extended their swing or graveyard shift to provide additional security at Muni facilities. Maintenance overtime was spent preparing 12 extra buses daily for police use, providing additional roadcall support and Command Bus delivery and staffing.

Muni also fueled some San Francisco Police Department transport coaches. This cost represents approximately 500 gallons of fuel. In addition, there are fuel costs associated with the Muni buses used by the Police Department.

Not shown in this analysis is the substantial time expended by employees who are not eligible for overtime. Managers spent considerable overtime assigned to and coordinating with the Office of Emergency Services and the Police Department, staffing the Muni Command Bus and providing direction to operations staff. Service Quality Teams of Muni employees (reassigned professional and administrative employees) also advised riders of service changes, directing passengers to alternate routes and provided information to Muni operations. Security sweeps in the metro stations and other security measures were also performed by managerial and professional employees.

The antiwar demonstrations that began on March 19 resulted in significant unanticipated costs to Muni. Further, the continuing economic downturn has impacted Muni's flexibility to meet unexpected expenditures. Muni has already absorbed overtime costs related to the peace marches in October, January, February and March. Although Muni foresees meeting its FY2003 budget, we do not expect to have savings to fund the unanticipated costs associated with the antiwar protests.

Sincerely,

Gigi Harrington  
Deputy General Manager, Finance and Administration  
Muni

Cc: Michael Burns  
Lisa Mancini  
Alicia Fletcher

## **Appendix B • Proposal for DPT Integration Into MTA CAC Committee Structure**

CAC Vice Chair David Pilpel, in a memo dated 18 July 2002, recommended the following division of responsibility for DPT subject areas. The Staff-CAC Task Force did not address this; it is expected that the CAC will adopt a plan for committee structure as soon as DPT is finished with its series of division presentations to the full CAC.

DPT Traffic Planning: MTA CAC Service Design & Marketing

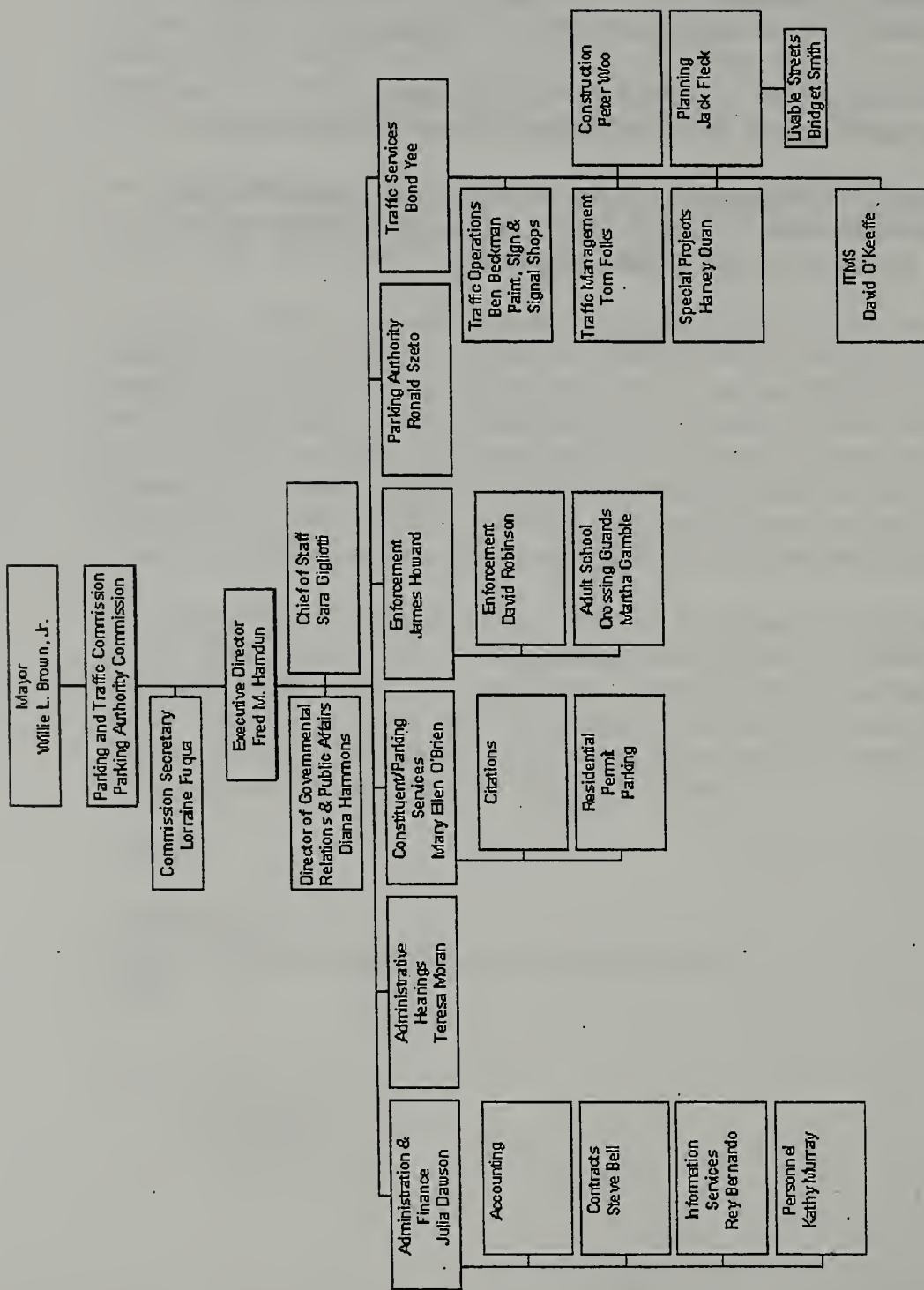
DPT Traffic Management and Enforcement: MTA CAC Service Reliability & Quality

DPT Traffic Operations and Traffic Construction: MTA CAC Engineering & Maintenance

DPT Administration and Finance: MTA CAC Finance & Administration

DPT Bicycle and Pedestrian Programs: MTA CAC Safety, Training, & Accessibility

DPT department-wide policy and management issues would go to either the MTA CAC Finance & Administration Committee or the full CAC, at the chair's discretion. No opinion was offered on how to handle Parking Authority issues.





## Proposed Committee Structure

### **Finance & Administration Committee** (Daniel Murphy, Chair)

- Administration & Finance
- Parking Authority

### **Operations & Customer Service Committee** (Joan Downey, Chair)

*formerly Service Reliability & Quality Committee*

- Constituent/Parking Services
- Enforcement
- Administrative Hearings

### **Engineering, Maintenance, & Safety Committee** (Nia Crowder, Chair)

*formerly Engineering & Maintenance Committee and Safety, Training, & Accessibility Committee*

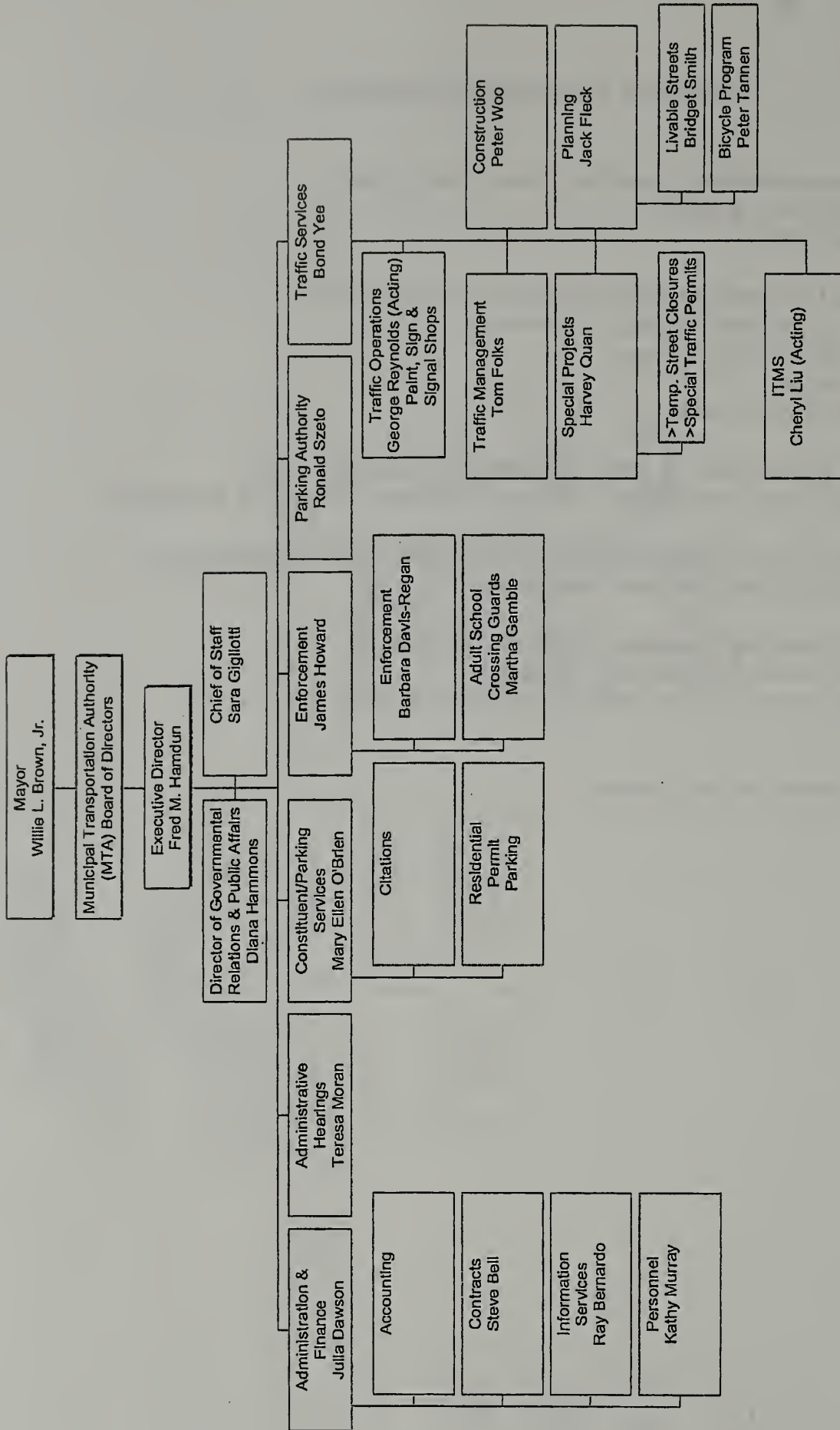
- Traffic Services (Traffic Operations, Construction, ITMS, *Liveable Streets, Bicycle Program*) [italicized items tentative]

### **Planning & Marketing Committee** (David Pilpel, Chair)

*formerly Service Design & Marketing Committee*

- Traffic Services (Traffic Management, Special Projects)

See DPT Organization Chart, attached





**City & County of San Francisco**  
**Municipal Transportation Agency**  
**Citizens' Advisory Council (CAC)**

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**Notice Regular Meeting and Agenda**

Thursday, June 5, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka,  
David Pilpel, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Bruce Oka, Steve Ferrario, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka, David Pilpel

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

**Planning & Marketing Committee (PMC)**

David Pilpel (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

NOTES: Notices of meeting and agenda, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor) and on Muni's website at [www.sfmuni.com/cac](http://www.sfmuni.com/cac).

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

The MTA CAC may be contacted as follows:  
Municipal Transportation Agency Citizens' Advisory Council

401 VAN NESS AVENUE-ROOM 334 -SAN FRANCISCO-CA. 94102-4524  
☎ (415) 554-6873 FAX (415) 554-4103





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The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

Regular Meeting  
Thursday, June 5, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. <b>Call to Order/Roll Call</b>	5:30
2. <b>Public Comment</b>	5:32
3. <b>Review and Adopt Minutes of May 1, 2003</b> (Discussion/Action) [Attachment]	5:34
4. <b>Report of the Chair</b> (Discussion/Action) - Meeting with DPT Regarding Committee Structure	5:36
5. <b>Staff Report</b> (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:41
<b>Staff-Initiated Items (Discussion/Action)</b>	
6. <b>Unions Negotiation Update</b> (Attachment) Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO) [Muni])	5:46
7. <b>Short Range Transit Plan (SRTP)/Capital Improvements Projects (CIP) Drafts</b> Suany Chough (Transit Planner, Capital Planning & Grants [Muni]) Darton Ito (Transit Planner, Capital Planning & Grants [Muni])	6:00
8. <b>Advocacy Documents Presentation Relative to the Federal Transportation Reauthorization (T3)</b> [Attachment] Kate Breen (Manager, Legislative Affairs [Muni])	6:15
9. <b>Changes to the Passenger Service Report (PSR) and FY2004 Service Standards</b> [Attachment] Mary Travis-Allen (Superintendent, Presidio Division Operations/Muni Passenger Service Request (PSR) Task Force Coordinator [Muni])	6:30

Service Reliability and Quality Committee (SRQC) meeting of May 19, 2002:  
(Joan Downey, Chair SRQC)

**Motion: The MTA CAC recommends that a report be created explaining major discrepancies from the Service Standards due within thirty-days from publication of the Service Standards.**

**Council-Initiated Items (Discussion/Action)**

**10. Phelan Loop Island Reconstruction Status Report** 6:45

Bruce Oka (Council Member/Chair Muni Accessibility Advisory Committee (MAAC), Daniel Weaver (Council Member)

**11. Fiscal Year 2004 Budget** 6:50

Finance and Administration Committee (FAC) meeting of May 28, 2002:  
(Daniel Murphy, Chair FAC)

**Motion a: The MTA CAC recommends that the Paratransit and Senior/Disabled Cash Fare scheduled from the original staff proposed Municipal Railway (Muni) budget be restored.**

**Motion b: The MTA CAC recommends that the cost for CalTrain Joint Powers Board (JPB) not be included in the Municipal Railway (Muni) Budget and remain elsewhere in the City's Budget as a City responsibility.**

**12. MTA CAC Draft Amendment to the Rules of Order** 7:00

David Pilpel (Chair, PMC)

**Committee Reports (Discussion/Action)**

**13. Engineering, Maintenance & Safety Committee (EMSC) (Nia Crowder, EMSC Chair)** 7:05

(Formerly Engineering and Maintenance [(EMC)])

Last meeting held as EMC: April 24, 2003.

Items discussed: Planning the Scheduling of Committee Meeting on a Bi-Monthly/Quarterly or on an As Needed Basis, Developing a List of Topics/Items of Interest Concerning Construction, Engineering and Maintenance Matters Associated with the Municipal Railways (Muni) and the Department of Parking and Traffic (DPT); Muni/DPT Service Plans and Operations.

**Tentatively Scheduled Next regular meeting: Thursday, June 19, 2003, 1145**

Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.

Pending Items for Discussion: Traffic Management System/Ocean Avenue Project Signalization, Traffic Signalization System at St. Francis Circle, Integration of the DPT and Muni Central Offices.

Follow-up Items: Development of a Municipal Railway Headquarters; Third Street Light Rail Project; Alternative Fuels Pilot Program (AFPP).

**14. Finance and Administration (FAC) (Daniel Murphy, FAC Chair)** 7:10

Last meeting held: May 21, 2003.

Items discussed: Fiscal Year 2004 Budget Update, Implementation of Fare Increase, Translink Update, 5307 Swap, Revision of Tentative Topic Calendar

**Tentatively Scheduled Next regular meeting: Wednesday, June 18, 2003, 401**

Van Ness, Room 334 (Conference Room 335), 3:00 PM.

Pending Items for Discussion:



June 2003 - Shortfall in Capital Budget Over Coming 20 Years, Insurance Overview, Risk Management, and Effect of Proposition E, Vehicle Maintenance System/Materials Management System (VMS/MMS), Municipal Railway Improvement Fund (MIF)

July 2003 - Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget

August 2003 - Transit Impact Development Fee (TIDF)/SoMa Service follow-up (Need to establish unresolved outstanding issues prior to meeting), Proposition B Process, Perratta Bill, Transit Impact Development Fee (TIDF), and Translinks.

Follow-up Items: Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions.

**15. Operations & Customer Service Committee (OCSC)** (Joan Downey, OCSC Chair) 7:15  
(Formerly Service Reliability and Quality [SRQC])

Last meeting held as SRQC: May 19, 2003.

Items discussed: Current Status of Changes to the Service Standards FY03/04, Rapid Rail Project and Transit Preferential Streets Program (TPS); Rescue Muni J, L, M & N Lines Recommendations Follow-up; 39 Coit Service Improvement Follow-up, Cable Car Follow-up.

**Tentatively Scheduled Next regular meeting: Monday, June 16, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.**

Pending Items for Discussion: Station Operations - June, Bus Cleaning - July.

Follow-up items: 39 Coit Service Improvement, Passenger Service Report (PSR), Cable Car, and Service Standards.

**16. Planning & Marketing Committee (PMC)** (David Pilpel, PMC Chair) 7:20  
(Formerly Service Design & Marketing [SDMC])

Last meeting held as SDMC: January 30, 2003. No Meeting held March, April, and May 2003.

Items discussed: Service Adjustments for Fiscal Year (FY) 2002-2003 and 2003-2004; Review of 78 Bayview Special, 19 Polk Reroute; Route Change Review Process and CAC Involvement; Scope/Areas of Concern in Preparation for Future Consideration of DPT Traffic Engineering Items

The Committee failed to make quorum for the February 25th meeting. Informal discussions with staff regarding service adjustments, data collection plan, the Short Range Transit Plan (SRTP), and the Proposition E Sales Tax Reauthorization occurred.

**Tentatively Scheduled Next regular meeting: Monday, June 16, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:30 PM.**

Pending Items: Work Plans; Data Collection Plan; Quarterly Reviews; Priorities for Service Additions and/or Cuts (including Late Night/Owl and Short-term Service Change Proposals); Special Event Service Planning; Fare Policies.

**17. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** [Attachments] (Discussion/Action) 7:25

**18. Council Members' Questions and Comments** (Discussion/Action) 7:30

**19. MTA CAC Agenda Planning** (Discussion/Action) 7:35  
Facilities Tour

Attachments:

Agenda Item 6 - Negotiation up date and summary

Agenda Item 8 - Recommendations on T EA-21 Reauthorization

Agenda Item 9 - Passenger Service Reports (Original Date 3/15/03)

Agenda Item 17 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence



**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

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**FINAL MINUTES**

**of  
Regular Meeting**

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Thursday, June 5, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (MTA CAC Chair) called the meeting to order at 6:10pm.

**MTA CAC Members Present:** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent.

**MTA CAC Members Absent:** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver.

**San Francisco Municipal Railway (Muni) Staff Present:** Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO), Kate Breen (Manager, Legislative Affairs), Suany Chough (Transit Planner, Capital Planning & External Affairs), Darton Ito (Transit Planner, Capital Planning & Grants), Margurite Fuller (Principal Administrative Analyst, Capital Planning and External Affairs), Mary Travis-Allen (Superintendent, Presidio Division Operations/Muni Passenger Service Request (PSR) Task Force Coordinator), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

**The Chair announced that the Committee Chair position for the Council's Planning & Marketing Committee (PMC) [formerly the Service, Design and Marketing Committee (SDMC)] is currently vacant and asked for volunteers. Mr. Oka volunteered to assume the duties of PMC Chair.**

The Chair welcomed Cesar Perez who was recently appointed as a member of the Council through Supervisor Fiona Ma (District 4) and asked Mr. Perez to contact the Chair following today's meeting about serving on the Council's Committees.

2. **Public Comment** (Agenda Item 2). The Chair noted no public comment at this time.

3. **Review and Adopt Minutes of May 1, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Linton Stables moved the following motion, which was seconded by Bruce Oka:

**Motion To Adopt: The Draft Minutes of the MTA CAC Regular Meeting of May 1, 2003 be accepted.**



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**The Motion to Adopt the draft minutes carried with eight (8) yes votes and five (5) absentees.** Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent **votes yes**; Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**.

**The Chair called for Agenda Item 5 at this time.**

4. **Staff Report** (Agenda Item 5 - Discussion/Action). Paul Czechowicz (MTA CAC Staff Liaison [Muni]) stated that the Staff Report had been distributed in the Council's meeting information packages.

Responding to the Council's inquiry as to the composition of the Municipal Transportation Quality Review ("Prop E Audit") Panel, Mr. Czechowicz communicated the following reply from Ann Richman (Principal Administrative Analyst, Special Assistant to the Executive Director):

The contract with Nelson/Nygaard Consulting Associates was successfully negotiated and will be presented before the Municipal Transportation Agency Board (MTAB) on June 17, 2003 for board approval. The MTAB, Controller, and Board of Supervisors approvals are required for execution and notice to proceed. The panel members were:

- Jim Chappel (President, San Francisco Planning and Urban Research [SPUR] Association)
- Loz Cofresi-Howe (Principal Analyst, Construction Division [Muni])
- Deborah Weil Denison (Information Technology {IT} Project Director [Muni])
- Noriake Hirasuna (Director, Controller's Audits Division [San Francisco Controller's Office])
- Daniel Murphy (Chair, Municipal Transportation Agency, Citizens' Advisory Council (MTA CAC))

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Ms Hayes commented she had participated in a group visit to the Naval Shipyard and had the opportunity to ride aboard one of the restored Southern Pacific trains at the Naval Shipyard. As development of the shipyard is being planned and the need for transportation to this area is contemplated, **Muni should become involved in the shipyard's transportation planning needs by considering a rail service (similar to the Historic Rail System Milan Cars) along the shipyard's shoreline and to the museum as a possible tourist attraction.** Ms. Hayes stated that an opportunity exist for Muni to bolster the economic engine and bring economic vitality into this area.

**Mr. Czechowicz stated that Ms. Hayes comments would be forwarded.**

In response to Linton Stables inquiry regarding Eve Eichwald (City Projects, Controller's Office, City and County of San Francisco) email of Wednesday, June 4, 2003 concerning feedback on proposed Muni charter amendment, Mr. Czechowicz stated that the amendment would remove fare settings currently from the Municipal Transportation Agency Board (MTAB) allowing the Board of Supervisors to set fares. Mr. Czechowicz acknowledged that the proposed charter amendment was sent to the Council by the Controller's Office. He commented that the Controller's Office was interested in cost and the Council's interest should be more of governance - controlling revenues and expenses. He suggested that the Council could make a

recommendation (motion) concerning the proposed amendment as an item under the Staff Report.

**The Chair suggested that Council Members should provide comment directly to the Controller's Office regarding the proposed charter amendment.** Mr. Murphy expressed his concern the proposed charter amendment would have on Muni's finances. Mr. Murphy conveyed the opinion that service cuts could result rather than fare increases and that the Council had received Community feedback preferring fare increases to service cuts.

**Mr. Stables suggested that since the proposed Muni charter amendment was not an actual agenda item Council Members should contact Supervisors and urge them not to support the amendment.**

**Mr. Murphy stated that the Council's Finance and Administrative Committee (FAC) could calendar the proposed charter amendment as an agenda item and submit its recommendation to the Council.**

**5. Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair announced that Nia Crowder (MTA CAC Vice-Chair) and he met with Department of Parking and Traffic [DPT] Staff (Gerald Norman (Executive Director), Lorraine Fuqua and Diana Hammons (Director, Government Relations & Public Affairs)) to discuss the Department's interface with the Council. As a result of the meeting, it was suggested that the following DPT functions be incorporated in the Council's Committee structure:

- The Council's Operations & Customer Service Committee (OCSC) instead of the Engineering, Maintenance & Safety (EMC) review Traffic Operations and Construction.
- The Engineering, Maintenance & Safety Committee (EMCS) instead of the Planning & Marketing Committee (PMC) review Traffic Management.

**6. Unions Negotiation Update** (Agenda Item 6 - Discussion/Action). Prior to the Council's Call to Order an informal presentation concerning this agenda item was given by Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO [Muni])). [Refer to June 2nd addendum to Agenda].

**In accommodating staff's request, the Chair called for Agenda Item 8.**

**7. Advocacy Documents Presentation Relative to the Federal Transportation Reauthorization (T3)** (Agenda Item 8 - Discussion/Action). Kate Breen (Manager, Legislative Affairs [Muni]) referred to the Recommendations on TEA-21 Reauthorization [attachment to Agenda Item 8] and stated that Muni coordinates with both state and nation-wide transit advocates advocating that the federal government current program structure used to spend transit dollars remain the same. Ms. Breen explained that the reauthorization and authorization legislation essentially sets the policy priorities for spending federal transportation dollars generated by the Gas Tax. The annual appropriations process determines the programming of funds.



She explained that the Transportation Equity Act for the 21st Century (TEA-21) was a six-year law that expires on September 30, 2003 that affects Muni's program structures and funding levels. Ms. Breen provide the Council a copy of the American Public Transportation Association (APT) summary update on the Department of Transportation TEA-21 reauthorization proposal (attachment). She commented that the current Federal Administration has kept most of the highway program structure in tact, but there are proposals within the Federal Transit Program that would be of great concern for Muni and transit operators that operate in older urban communities. Specifically, the proposal to eliminate the Rail Modernization Program and the Bus Discretionary Program, which would be folded into a fiscal formula program, would cause Muni to loose direct funding eligibility. Muni would have to compete within the region for funding. Ms. Breen expressed the opinion that due to the time constraints quite possibly a one or two-year extension of the current program would transpire with a subsequent revised bill. The current proposal allows the opportunity for Legislators to include high priority projects.

Working with the City and County of San Francisco and as prioritized in the Vision Plan, Muni has submitted three high priority projects - the Third Street Light Rail Transit Project, Geary Street Bus Rapid Transit (BRT) and the San Francisco NextBus (Automatic Vehicle Location/Global Position System Improvements). The Third Street Light Rail Transit Project must be reauthorized in any future Federal legislation so that requests can be presented to Congress each year to for appropriations particular to Phase II - the Central Subway System. It has been recommended that Federal legislation incorporate language that investment in Phase I counts towards the entire project with a reasonable match of local funding. Ms. Breen commented that San Francisco has very good representation in Washington and is fortunate in having an incredible strong advocate for Muni, Congresswoman Nancy Pelosi (California 8th District).

In response to Mr. Murphy's question regarding the hierarchy concerning projects priority, Ms. Breen stated that the manner in which the Committee submits project requests is basically by funding category to prevent one project from competing against another for funding. Essentially, the Third Street Light Rail Transit Project is a new starts project request, the Geary Street Bus Rapid Transit (BRT) is a bus request, and NextBus is an Intelligent Transportation System (ITS) request.

Mr. Murphy asked, if funding is still be sought for Phase I of the Third Street Light Rail Project? Ms. Breen stated that the new starts Federal funding is only for Phase II- the Central Subway System of the funding plan for the Third Street Light Rail Project. She commented that Muni received its first infusion of funding for preliminary engineering this past year.

In response to Steve Ferrario questions regarding the funding of the Third Street Light Rail Project extending beyond King Street and estimated completion, Ms. Breen explained that with the assumption of the Proposition B rollover commitment, Phase I is fully funded. Phase I is expected to be in operation in 2005 and Phase II is projected to be in operations in 2012. A preliminary engineering consultant is on board for Phase II - the Central Subway System.

Mr. Murphy asked if the TEA-21 proposal in any way affect vehicle replacement funding? Ms. Breen stated that the issues regarding the vehicle replacement formula are resolved during the



capital priorities process, which is funded by formula money (5307 Urbanize Formula Money) to the region.

In summary, Ms. Breen expressed the opinion that the interest of Muni to some degree is a minority interest considering the large representation of suburban transit operators in the regional process. By folding in the dedicated funds for Rail Modifications and Bus Discretionary Programs into a formula program, Muni would have to compete for funding from a less favorable position. She concluded the presentation by stating that the current proposal is objectionable with respect to Muni's interest and other transit operators that operate in older urban communities.

The Chair extended his thanks to Ms. Breen for addressing the Council and **called Agenda Item 7.**

**8. Short Range Transit Plan (SRTP)/Capital Improvements Projects (CIP) Drafts** (Agenda Item 7 - Discussion/Action). Suany Chough (Transit Planner, Capital Planning & External Affairs Division) introduced Darton Ito (Transit Planner, Capital Planning & Grants) and Margurite Fuller (Principal Administrative Analyst, Capital Planning and External Affairs). Ms. Chough began the presentation by stating that the Council was provided copies of the draft FY12004-FY2023 Short Range Transit Plan (SRTP) [June 2nd addendum to the Council's Agenda]. She explained that the SRTP is Muni's primary planning document that is updated every two years as required by the Municipal Transportation Commission (MTC). The SRTP is a publication of Muni's service plans and standards, Capital Improvement Program (CIP), and Operating/Financial Plan. She explained that the last SRTP was published in 2001. An interim amendment was made to the 2002 SRTP that was published in December 2002 in compliance to the Bayview Advocates settlement agreement. Ms. Chough stated that the amendment has been folded into the draft SRTP and substantively all the information in the amendment has been included in the draft SRTP (Page 83). Twenty projects that had been identified in the settlement agreement were analyzed and are included in the draft SRTP concerning ridership effects, construction timeline, demographics, and operating and capital cost.

Ms. Chough summarized the significant changes that are included in the draft SRTP that addressed the follows:

- The Third Street Light Rail Project (Page 15).
- Highlights concerning Proposition "E" Service Standards including actual performance measures (Page 27).
- Description of the City Charter's conditions that are required to be met for proposing fare increases for both regular and paratransit fares.
- Alternative Fuels Program and efforts to reduce total fleet admissions.
- Capital Improvement Program (CIP) (Page 93).
- Establishment as subprograms under the CIP, Bus Rapid Transit (BRT) Program (Page 84) and the Transit Preferential Streets (TPS) Program (Page 85) as projects included as part of the SRTP amendment.

She stated that the CIP needs far exceeded the project funds available. The need for non-Federal Funds (local matching funds) could affect Muni's ability to deliver some Capital Projects.

Ms. Chough explained that the SRTP is the operating/financial plan, a twenty-year plan for operating service. She commented that it is assumed for Fiscal Year 2004 that the fare increase proposal will be effected and funds from preventative maintenance, which are capital monies, will be available for operating assistance. The twenty-year planning timeframe includes dedicated paratransit funding, operating assistance from reauthorized Proposition B, and regular adjustments to the fare structure. Expenses account for changes in employee salaries and benefits as negotiated in the past two years as well as significant growth in paratransit.

**Ms. Chough stated that the June 2nd Draft of the SRTP would be presented to the MTAB on July 1st for approval and for opening a public comment period. The public review period is expected to be a thirty-day process from July 1st to August 5th. A public hearing regarding the draft SRTP would be held at the August 5th MTAB and the final document is expected to be present to the MTAB in September.** Ms. Chough requested that the Council notify her of any significant changes in the next couple of days and the draft could be revised prior to presenting it to the MTAB.

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The Chair extended his thanks to Ms. Chough for addressing the Council.

**9. Changes to the Passenger Service Report (PSR) and FY2004 Service Standards** (Agenda Item 9 - Discussion/Action). Mr. Czechowicz explained that Mary Travis-Allen (Superintendent, Presidio Division Operations/Muni Passenger Service Request (PSR) Task Force Coordinator) would address the issues regarding changes to the PSR process and the impact the changes would have on the FY2004 Service Standards, and that he would talk to the actual proposed changes to the Service Standards as noted in the June 3rd addendum to the Council's Agenda.

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Ms. Travis-Allen stated statistics revealed that 13,373 PSRs were received in Fiscal Year 2002. Of that number of complaints, a total of 1,056 complaints were categorized as major complaints. Alarming, when the public was contacted to attend a hearing 782 of the total 1,056 complainants whose grievances were identified as major complaints did not respond to attend scheduled hearings. Of the 1,056 complaints reviewed through the hearing process, the hearing officer found 63 complaints invalid and 90 complaints valid. Under the current PSR process, valid complaints are returned to the Division Superintendents for administering progressive discipline, which could include Caution and Re-instruct (C&R), written warning or possible suspension. As part of this process the cause of the complaints were difficult to identify and a proactive corrective resolution was not being done. Glaringly evident was that in processing complaints solely based on a matrix the public was desponded with the results of the PSR process and a small percentage of employees did not take complaints seriously.

In summary, Ms. Travis-Allen remarked that it is hoped that the revised process creates a personal ownership of what is seen as a problem, Division Superintendents and Union Representatives effectively working together in addressing complaints, satisfying the public, improve the morale and credibility of Muni employees, and achieve a reduction in some types of complaints.

**The Chair recommended that as the process develops over the year, the Operations & Customer Service Committee (OCSC) calendar as an agenda item follow-up discussions on the implementation of the PSR Pilot Project.**

**Ms. Travis-Allen suggested that for the first three months of the PSR pilot program transition (July-September 2003) the PSR Task Force submit a quarterly report to the OCSC.**

**The Chair indicated that he would contact the OCSC Chair (Joan Downey) and recommend that the Committee Chair contract Ms. Travis-Allen to establish an appropriate time for a follow-up presentation at a future OCSC meeting.**

The Chair extended his thanks to Ms. Travis-Allen.

Mr. Czechowicz commented that the Council's Service, Reliability and Quality Committee (SRQC), which has been renamed the Operations & Customer Service Committee (OCSC), made several recommendations to the entire Service Standards package. Mr. Czechowicz referred to the June 3rd addendum to the Council's Agenda that provided a summary of Proposed Changes to the Service Standards as discussed during the February 24, 2003 SRQC meeting and as adopted by the Council's at its March 6, 2003. He stated that the Council's recommendations regarding Service Standard 1a, 2a, 3a, 3d, 5d, 5e, 6a and 9a were included in the Proposed Changes To The Service Standards (MTA Board Meeting - June 17, 2003) [June 3rd addendum to the Council's Agenda].

Mr. Czechowicz stated as part of the Service Standards Muni has Passenger Service Reports and there are definitions in those reports. Staff has proposed replacing the Major and Minor categories with Three Categories - Operator Complaints; a) Dismissed/No Merit, b) No Action/Possible Merit and c) Action Taken/Repeated Reports. The Council was provided a detailed listing of explanation concerning the actions relative to the three categories (June 3rd addendum to Agenda). He pointed out that Muni has proposed changing the category Miscellaneous Complaints to Miscellaneous Employees. The rational for this change is that complaints have been received that are as part of the PSR process but have nothing to do with service on the street, i.e., discourteous office worker. Also, a Commendation category was added.

Mr. Oka moved the following motion, which was seconded by Ms. Hayes:

**Motion: The MTA CAC recommends that the proposed changes to the Service Standards be adopted.**

**The Chair noted no further discussion on the Motion and called for a vote. The Motion carried unanimously with 8 yes votes; 5 absentees.** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent. **voted yes;** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**).

Mr. Stables moved that the Council suspend the agenda and adopt all remaining motions. Ms. Vincent seconded the motion. The Chair presented remaining motions to the Council as follows:

[Service, Reliability and Quality Committee (SRQC) meeting of May 19, 2003]

**Motion: The MTA CAC recommends that a report be created explaining major discrepancies from the Service standards due within thirty-days from publication of the Service standards.**

[Fiscal Year 2004 Budget (Agenda Item 11) - Finance and Administration Committee (FAC) meeting of May 28, 2002]

**Motion a: The MTA CAC recommends that the Paratransit and Senior/Disabled Cash Fare scheduled from the original staff proposed Municipal Railway (MUNI) Budget be restored.**

**Motion b: The MTA CAC recommends that the cost for CALTRAIN Joint Powers Board (JPB) not be included in the Municipal Railway (MUNI) Budget and remain elsewhere in the City's Budget as a City responsibility.**

**The Chair noted no further discussion on the Motion and called for a vote. The Motion carried unanimously with 8 yes votes; 5 absentees.** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent.

**voted yes;** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**).

**Ms. Hayes departed the meeting at this time and the Council failed to maintain quorum.**

**The Chair suspended Agenda Items 10, 12, 13, 14, 15, 16, 17, 18, and 19.** The Chair quickly addressed the following suspended agenda:

Agenda Item 10 - **Phelan Loop Island Reconstruction Status Report:** Michael Burns (Executive Director, Municipal Transportation Agency) held a discussion with Mr. Oka and a different understanding of the issues obtained. The Chair indicated that during the Chair/Vice-Chairs meeting with the Executive Director the matter would be discussed further.

Agenda Item 12 - **MTA CAC Draft Amendment to the Rules of Order:** The Chair stated that he would assume responsibility for this item.

Agenda Item 13 - **Engineering, Maintenance & Safety Committee (EMSC):** Announced Committee's next meeting is scheduled for June 19th.

Agenda Item 14 - **Finance and Administration (FAC):** Next meeting of the FAC is tentatively scheduled for Wednesday, June 18, 2003.

Agenda Item 15 - **Operations & Customer Service Committee (OCSC):** The Chair commented that the Council adopted the Service Reliability and Quality Committee (SRQC) motion of May 19, 2003 under Agenda Item 9.

Agenda Item 16 - **Planning & Marketing Committee (PMC):** The Council Chair announced that the PMC Chair position was vacant. Mr. Oka stated that since the former Safety, Training and Accessibility Committee (STAC) had been incorporated into the Engineering, Maintenance & Safety Committee, he would volunteered for the position as Chair of the OCSC. The Council Chair accepted Mr. Oka's offer and appointed him as OCSC Chair.

Agenda Item 17 - **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes:** The Council Chair commented that Committee Members should review Agenda Item 17's attachments.

Agenda Item 18 - **Council Members' Questions and Comments:**

- In response to Cesar Perez's inquiry of scheduling a date for the next Council meeting, **the Chair indicated that Council Members would be contacted individually to determine if a quorum for the tentative date of July 3 could be expected. The Chair indicated the date of July 2 was desired.**
- Mr. Stables commented that the Chair should work with Staff in effecting a reduction in paper received for the Council's review.



Agenda Item 19 - **MTA CAC Agenda Planning:** The Council Chair suggested that Council Members submit desired locations for planning facilities tour.

20. **Adjournment.** The Chair adjourned the meeting at 7:40pm.

Attachments:

Agenda Item 8 - American Public Transportation Association (APT) Legislative Update  
Administration Releases TEA 21 Proposal (May 20, 2003)





**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

**FINAL MINUTES  
of  
Regular Meeting**

**Thursday, June 5, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

**1. Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (MTA CAC Chair) called the meeting to order at 6:10pm.

**MTA CAC Members Present:** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent.

**MTA CAC Members Absent:** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver.

**San Francisco Municipal Railway (Muni) Staff Present:** Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO), Kate Breen (Manager, Legislative Affairs), Suany Chough (Transit Planner, Capital Planning & External Affairs), Darton Ito (Transit Planner, Capital Planning & Grants), Margurite Fuller (Principal Administrative Analyst, Capital Planning and External Affairs), Mary Travis-Allen (Superintendent, Presidio Division Operations/Muni Passenger Service Request (PSR) Task Force Coordinator), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

**The Chair announced that the Committee Chair position for the Council's Planning & Marketing Committee (PMC) [formerly the Service, Design and Marketing Committee (SDMC)] is currently vacant and asked for volunteers. Mr. Oka volunteered to assume the duties of PMC Chair.**

The Chair welcomed Cesar Perez who was recently appointed as a member of the Council through Supervisor Fiona Ma (District 4) and asked Mr. Perez to contact the Chair following today's meeting about serving on the Council's Committees.

**2. Public Comment** (Agenda Item 2). The Chair noted no public comment at this time.

**3. Review and Adopt Minutes of May 1, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Linton Stables moved the following motion, which was seconded by Bruce Oka:

**Motion To Adopt: The Draft Minutes of the MTA CAC Regular Meeting of May 1, 2003 be accepted.**





**The Motion to Adopt the draft minutes carried with eight (8) yes votes and five (5) absentees.** Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent **votes yes**; Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**.

**The Chair called for Agenda Item 5 at this time.**

4. **Staff Report** (Agenda Item 5 - Discussion/Action). Paul Czechowicz (MTA CAC Staff Liaison [Muni]) stated that the Staff Report had been distributed in the Council's meeting information packages.

Responding to the Council's inquiry as to the composition of the Municipal Transportation Quality Review ("Prop E Audit") Panel, Mr. Czechowicz communicated the following reply from Ann Richman (Principal Administrative Analyst, Special Assistant to the Executive Director):

The contract with Nelson/Nygaard Consulting Associates was successfully negotiated and will be presented before the Municipal Transportation Agency Board (MTAB) on June 17, 2003 for board approval. The MTAB, Controller, and Board of Supervisors approvals are required for execution and notice to proceed. The panel members were:

- Jim Chappel (President, San Francisco Planning and Urban Research [SPUR] Association)
- Loz Cofresi-Howe (Principal Analyst, Construction Division [Muni])
- Deborah Weil Denison (Information Technology {IT} Project Director [Muni])
- Noriake Hirasuna (Director, Controller's Audits Division [San Francisco Controller's Office])
- Daniel Murphy (Chair, Municipal Transportation Agency, Citizens' Advisory Council (MTA CAC))

Ms Hayes commented she had participated in a group visit to the Naval Shipyard and had the opportunity to ride aboard one of the restored Southern Pacific trains at the Naval Shipyard. As development of the shipyard is being planned and the need for transportation to this area is contemplated, **Muni should become involved in the shipyard's transportation planning needs by considering a rail service (similar to the Historic Rail System Milan Cars) along the shipyard's shoreline and to the museum as a possible tourist attraction.** Ms. Hayes stated that an opportunity exist for Muni to bolster the economic engine and bring economic vitality into this area.

**Mr. Czechowicz stated that Ms. Hayes comments would be forwarded.**

In response to Linton Stables inquiry regarding Eve Eichwald (City Projects, Controller's Office, City and County of San Francisco) email of Wednesday, June 4, 2003 concerning feedback on proposed Muni charter amendment, Mr. Czechowicz stated that the amendment would remove fare settings currently from the Municipal Transportation Agency Board (MTAB) allowing the Board of Supervisors to set fares. Mr. Czechowicz acknowledged that the proposed charter amendment was sent to the Council by the Controller's Office. He commented that the Controller's Office was interested in cost and the Council's interest should be more of governance - controlling revenues and expenses. He suggested that the Council could make a

recommendation (motion) concerning the proposed amendment as an item under the Staff Report.

**The Chair suggested that Council Members should provide comment directly to the Controller's Office regarding the proposed charter amendment.** Mr. Murphy expressed his concern the proposed charter amendment would have on Muni's finances. Mr. Murphy conveyed the opinion that service cuts could result rather than fare increases and that the Council had received Community feedback preferring fare increases to service cuts.

**Mr. Stables suggested that since the proposed Muni charter amendment was not an actual agenda item Council Members should contact Supervisors and urge them not to support the amendment.**

**Mr. Murphy stated that the Council's Finance and Administrative Committee (FAC) could calendar the proposed charter amendment as an agenda item and submit its recommendation to the Council.**

**5. Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair announced that Nia Crowder (MTA CAC Vice-Chair) and he met with Department of Parking and Traffic [DPT] Staff (Gerald Norman (Executive Director), Lorraine Fuqua and Diana Hammons (Director, Government Relations & Public Affairs)) to discuss the Department's interface with the Council. As a result of the meeting, it was suggested that the following DPT functions be incorporated in the Council's Committee structure:

- The Council's Operations & Customer Service Committee (OCSC) instead of the Engineering, Maintenance & Safety (EMC) review Traffic Operations and Construction.
- The Engineering, Maintenance & Safety Committee (EMCS) instead of the Planning & Marketing Committee (PMC) review Traffic Management.

**6. Unions Negotiation Update** (Agenda Item 6 - Discussion/Action). Prior to the Council's Call to Order an informal presentation concerning this agenda item was given by Larry Williams (Deputy General Manager, Human Resources, Labor Relations and Equal Employment Opportunities (EEO [Muni])). [Refer to June 2nd addendum to Agenda].

**In accommodating staff's request, the Chair called for Agenda Item 8.**

**7. Advocacy Documents Presentation Relative to the Federal Transportation Reauthorization (T3)** (Agenda Item 8 - Discussion/Action). Kate Breen (Manager, Legislative Affairs [Muni]) referred to the Recommendations on TEA-21 Reauthorization [attachment to Agenda Item 8] and stated that Muni coordinates with both state and nation-wide transit advocates advocating that the federal government current program structure used to spend transit dollars remain the same. Ms. Breen explained that the reauthorization and authorization legislation essentially sets the policy priorities for spending federal transportation dollars generated by the Gas Tax. The annual appropriations process determines the programming of funds.



She explained that the Transportation Equity Act for the 21st Century (TEA-21) was a six-year law that expires on September 30, 2003 that affects Muni's program structures and funding levels. Ms. Breen provide the Council a copy of the American Public Transportation Association (APT) summary update on the Department of Transportation TEA-21 reauthorization proposal (attachment). She commented that the current Federal Administration has kept most of the highway program structure in tact, but there are proposals within the Federal Transit Program that would be of great concern for Muni and transit operators that operate in older urban communities. Specifically, the proposal to eliminate the Rail Modernization Program and the Bus Discretionary Program, which would be folded into a fiscal formula program, would cause Muni to loose direct funding eligibility. Muni would have to compete within the region for funding. Ms. Breen expressed the opinion that due to the time constraints quite possibly a one or two-year extension of the current program would transpire with a subsequent revised bill. The current proposal allows the opportunity for Legislators to include high priority projects.

Working with the City and County of San Francisco and as prioritized in the Vision Plan, Muni has submitted three high priority projects - the Third Street Light Rail Transit Project, Geary Street Bus Rapid Transit (BRT) and the San Francisco NextBus (Automatic Vehicle Location/Global Position System Improvements). The Third Street Light Rail Transit Project must be reauthorized in any future Federal legislation so that requests can be presented to Congress each year to for appropriations particular to Phase II - the Central Subway System. It has been recommended that Federal legislation incorporate language that investment in Phase I counts towards the entire project with a reasonable match of local funding. Ms. Breen commented that San Francisco has very good representation in Washington and is fortunate in having an incredible strong advocate for Muni, Congresswoman Nancy Pelosi (California 8th District).

In response to Mr. Murphy's question regarding the hierarchy concerning projects priority, Ms. Breen stated that the manner in which the Committee submits project requests is basically by funding category to prevent one project from competing against another for funding. Essentially, the Third Street Light Rail Transit Project is a new starts project request, the Geary Street Bus Rapid Transit (BRT) is a bus request, and NextBus is an Intelligent Transportation System (ITS) request.

Mr. Murphy asked, if funding is still be sought for Phase I of the Third Street Light Rail Project? Ms. Breen stated that the new starts Federal funding is only for Phase II- the Central Subway System of the funding plan for the Third Street Light Rail Project. She commented that Muni received its first infusion of funding for preliminary engineering this past year.

In response to Steve Ferrario questions regarding the funding of the Third Street Light Rail Project extending beyond King Street and estimated completion, Ms. Breen explained that with the assumption of the Proposition B rollover commitment, Phase I is fully funded. Phase I is expected to be in operation in 2005 and Phase II is projected to be in operations in 2012. A preliminary engineering consultant is on board for Phase II - the Central Subway System.

Mr. Murphy asked if the TEA-21 proposal in any way affect vehicle replacement funding? Ms. Breen stated that the issues regarding the vehicle replacement formula are resolved during the



capital priorities process, which is funded by formula money (5307 Urbanize Formula Money) to the region.

In summary, Ms. Breen expressed the opinion that the interest of Muni to some degree is a minority interest considering the large representation of suburban transit operators in the regional process. By folding in the dedicated funds for Rail Modifications and Bus Discretionary Programs into a formula program, Muni would have to compete for funding from a less favorable position. She concluded the presentation by stating that the current proposal is objectionable with respect to Muni's interest and other transit operators that operate in older urban communities.

The Chair extended his thanks to Ms. Breen for addressing the Council and **called Agenda Item 7.**

**8. Short Range Transit Plan (SRTP)/Capital Improvements Projects (CIP) Drafts** (Agenda Item 7 - Discussion/Action). Suany Chough (Transit Planner, Capital Planning & External Affairs Division) introduced Darton Ito (Transit Planner, Capital Planning & Grants) and Margurite Fuller (Principal Administrative Analyst, Capital Planning and External Affairs). Ms. Chough began the presentation by stating that the Council was provided copies of the draft FY12004-FY2023 Short Range Transit Plan (SRTP) [June 2nd addendum to the Council's Agenda]. She explained that the SRTP is Muni's primary planning document that is updated every two years as required by the Municipal Transportation Commission (MTC). The SRTP is a publication of Muni's service plans and standards, Capital Improvement Program (CIP), and Operating/Financial Plan. She explained that the last SRTP was published in 2001. An interim amendment was made to the 2002 SRTP that was published in December 2002 in compliance to the Bayview Advocates settlement agreement. Ms. Chough stated that the amendment has been folded into the draft SRTP and substantively all the information in the amendment has been included in the draft SRTP (Page 83). Twenty projects that had been identified in the settlement agreement were analyzed and are included in the draft SRTP concerning ridership effects, construction timeline, demographics, and operating and capital cost.

Ms. Chough summarized the significant changes that are included in the draft SRTP that addressed the follows:

- The Third Street Light Rail Project (Page 15).
- Highlights concerning Proposition "E" Service Standards including actual performance measures (Page 27).
- Description of the City Charter's conditions that are required to be met for proposing fare increases for both regular and paratransit fares.
- Alternative Fuels Program and efforts to reduce total fleet admissions.
- Capital Improvement Program (CIP) (Page 93).
- Establishment as subprograms under the CIP, Bus Rapid Transit (BRT) Program (Page 84) and the Transit Preferential Streets (TPS) Program (Page 85) as projects included as part of the SRTP amendment.

She stated that the CIP needs far exceeded the project funds available. The need for non-Federal Funds (local matching funds) could affect Muni's ability to deliver some Capital Projects.

Ms. Chough explained that the SRTP is the operating/financial plan, a twenty-year plan for operating service. She commented that it is assumed for Fiscal Year 2004 that the fare increase proposal will be effected and funds from preventative maintenance, which are capital monies, will be available for operating assistance. The twenty-year planning timeframe includes dedicated paratransit funding, operating assistance from reauthorized Proposition B, and regular adjustments to the fare structure. Expenses account for changes in employee salaries and benefits as negotiated in the past two years as well as significant growth in paratransit.

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Ms. Travis-Allen stated statistics revealed that 13,373 PSRs were received in Fiscal Year 2002. Of that number of complaints, a total of 1,056 complaints were categorized as major complaints. Alarming, when the public was contacted to attend a hearing 782 of the total 1,056 complainants whose grievances were identified as major complaints did not respond to attend scheduled hearings. Of the 1,056 complaints reviewed through the hearing process, the hearing officer found 63 complaints invalid and 90 complaints valid. Under the current PSR process, valid complaints are returned to the Division Superintendents for administering progressive discipline, which could include Caution and Re-instruct (C&R), written warning or possible suspension. As part of this process the cause of the complaints were difficult to identify and a proactive corrective resolution was not being done. Glaringly evident was that in processing complaints solely based on a matrix the public was desponded with the results of the PSR process and a small percentage of employees did not take complaints seriously.

In summary, Ms. Travis-Allen remarked that it is hoped that the revised process creates a personal ownership of what is seen as a problem, Division Superintendents and Union Representatives effectively working together in addressing complaints, satisfying the public, improve the morale and credibility of Muni employees, and achieve a reduction in some types of complaints.

**The Chair recommended that as the process develops over the year, the Operations & Customer Service Committee (OCSC) calendar as an agenda item follow-up discussions on the implementation of the PSR Pilot Project.**

**Ms. Travis-Allen suggested that for the first three months of the PSR pilot program transition (July-September 2003) the PSR Task Force submit a quarterly report to the OCSC.**

**The Chair indicated that he would contact the OCSC Chair (Joan Downey) and recommend that the Committee Chair contract Ms. Travis-Allen to establish an appropriate time for a follow-up presentation at a future OCSC meeting.**

The Chair extended his thanks to Ms. Travis-Allen.

Mr. Czechowicz commented that the Council's Service, Reliability and Quality Committee (SRQC), which has been renamed the Operations & Customer Service Committee (OCSC), made several recommendations to the entire Service Standards package. Mr. Czechowicz referred to the June 3rd addendum to the Council's Agenda that provided a summary of Proposed Changes to the Service Standards as discussed during the February 24, 2003 SRQC meeting and as adopted by the Council's at its March 6, 2003. He stated that the Council's recommendations regarding Service Standard 1a, 2a, 3a, 3d, 5d, 5e, 6a and 9a were included in the Proposed Changes To The Service Standards (MTA Board Meeting - June 17, 2003) [June 3rd addendum to the Council's Agenda].

Mr. Czechowicz stated as part of the Service Standards Muni has Passenger Service Reports and there are definitions in those reports. Staff has proposed replacing the Major and Minor categories with Three Categories - Operator Complaints; a) Dismissed/No Merit, b) No Action/Possible Merit and c) Action Taken/Repeated Reports. The Council was provided a detailed listing of explanation concerning the actions relative to the three categories (June 3rd addendum to Agenda). He pointed out that Muni has proposed changing the category Miscellaneous Complaints to Miscellaneous Employees. The rational for this change is that complaints have been received that are as part of the PSR process but have nothing to do with service on the street, i.e., discourteous office worker. Also, a Commendation category was added.

Mr. Oka moved the following motion, which was seconded by Ms. Hayes:

**Motion: The MTA CAC recommends that the proposed changes to the Service Standards be adopted.**

**The Chair noted no further discussion on the Motion and called for a vote. The Motion carried unanimously with 8 yes votes; 5 absentees.** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent. **voted yes;** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**).

Mr. Stables moved that the Council suspend the agenda and adopt all remaining motions. Ms. Vincent seconded the motion. The Chair presented remaining motions to the Council as follows:

[Service, Reliability and Quality Committee (SRQC) meeting of May 19, 2003]

**Motion: The MTA CAC recommends that a report be created explaining major discrepancies from the Service standards due within thirty-days from publication of the Service standards.**

[**Fiscal Year 2004 Budget** (Agenda Item 11) - Finance and Administration Committee (FAC) meeting of May 28, 2002]

**Motion a: The MTA CAC recommends that the Paratransit and Senior/Disabled Cash Fare scheduled from the original staff proposed Municipal Railway (MUNI) Budget be restored.**

**Motion b: The MTA CAC recommends that the cost for CALTRAIN Joint Powers Board (JPB) not be included in the Municipal Railway (MUNI) Budget and remain elsewhere in the City's Budget as a City responsibility.**

**The Chair noted no further discussion on the Motion and called for a vote. The Motion carried unanimously with 8 yes votes; 5 absentees.** Daniel Murphy (Chair), Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent.

**voted yes;** Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Daniel Weaver were **absent**).

**Ms. Hayes departed the meeting at this time and the Council failed to maintain quorum.**

**The Chair suspended Agenda Items 10, 12, 13, 14, 15, 16, 17, 18, and 19.** The Chair quickly addressed the following suspended agenda:

Agenda Item 10 - **Phelan Loop Island Reconstruction Status Report:** Michael Burns (Executive Director, Municipal Transportation Agency) held a discussion with Mr. Oka and a different understanding of the issues obtained. The Chair indicated that during the Chair/Vice-Chairs meeting with the Executive Director the matter would be discussed further.

Agenda Item 12 - **MTA CAC Draft Amendment to the Rules of Order:** The Chair stated that he would assume responsibility for this item.

Agenda Item 13 - **Engineering, Maintenance & Safety Committee (EMSC):** Announced Committee's next meeting is scheduled for June 19th.

Agenda Item 14 - **Finance and Administration (FAC):** Next meeting of the FAC is tentatively scheduled for Wednesday, June 18, 2003.

Agenda Item 15 - **Operations & Customer Service Committee (OCSC):** The Chair commented that the Council adopted the Service Reliability and Quality Committee (SRQC) motion of May 19, 2003 under Agenda Item 9.

Agenda Item 16 - **Planning & Marketing Committee (PMC):** The Council Chair announced that the PMC Chair position was vacant. Mr. Oka stated that since the former Safety, Training and Accessibility Committee (STAC) had been incorporated into the Engineering, Maintenance & Safety Committee, he would volunteered for the position as Chair of the OCSC. The Council Chair accepted Mr. Oka's offer and appointed him as OCSC Chair.

Agenda Item 17 - **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes:** The Council Chair commented that Committee Members should review Agenda Item 17's attachments.

Agenda Item 18 - **Council Members' Questions and Comments:**

- In response to Cesar Perez's inquiry of scheduling a date for the next Council meeting, **the Chair indicated that Council Members would be contacted individually to determine if a quorum for the tentative date of July 3 could be expected. The Chair indicated the date of July 2 was desired.**
- Mr. Stables commented that the Chair should work with Staff in effecting a reduction in paper received for the Council's review.



Agenda Item 19 - **MTA CAC Agenda Planning:** The Council Chair suggested that Council Members submit desired locations for planning facilities tour.

20. **Adjournment.** The Chair adjourned the meeting at 7:40pm.

Attachments:

Agenda Item 8 - American Public Transportation Association (APT) Legislative Update  
Administration Releases TEA 21 Proposal (May 20, 2003)





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Notice of Cancellation of Regular Meeting  
for**

Thursday, July 3, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA

JUL - 2 2003

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka,  
Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

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**Committees:**

**Engineering, Maintenance & Safety Committee (EMSC)**

(Formerly Engineering and Maintenance Committee [EMC])  
Nia Crowder (Chair), Bruce Oka, Steve Ferrario, Linton Stables, Daniel Weaver

**Finance and Administration Committee (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka

**Operations & Customer Service Committee (OCSC)**

(Formerly Service, Reliability and Quality Committee [SRQC])  
Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

**Planning & Marketing Committee (PMC)**

(Formerly Service, Design and Marketing Committee [SDMC])  
Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

**The Municipal Transportation Agency Citizens' Advisory Council (MTA CAC) will not hold its regular scheduled meeting, Thursday, July 3, 2003 at 5:30PM. No agenda for this meeting was posted and distributed in advance.**

Please contact Vincent Dunlap (Council Secretary) at (415) 554-6873 should you have any questions.

**Notes:**

Notices of meeting and agenda, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor) and on Muni's website at [www.sfmuni.com/cac](http://www.sfmuni.com/cac).

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

The MTA CAC may be contacted as follows:  
Municipal Transportation Agency, Citizens' Advisory Council



### **Disability Access**

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The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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### **Know Your Rights Under the Sunshine Ordinance** **(Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code on the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

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**Notice Regular Meeting and Agenda  
Thursday, August 7, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California**

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes,  
Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Steve Ferrario, Bruce Oka, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

**Planning & Marketing Committee (PMC)**

Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

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**Municipal Transportation Agency Citizens' Advisory Council  
401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524  
☎(415) 554-6873 FAX (415) 554-4103**





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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, August 7, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room #335)  
San Francisco, California**

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. <b>Call to Order/Roll Call</b>	5:30
2. <b>Public Comment</b>	5:32
3. <b>Review and Adopt Minutes of June 5, 2003</b> (Discussion/Action) [Attachment]	5:34
4. <b>Report of the Chair</b> (Discussion/Action)	5:36
5. <b>Staff Report</b> (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:41
<b>Council-Initiated Items</b> (Discussion/Action)	
6. <b>TransLink Interagency Participation Agreement</b> [Attachments]	5:46
(Note: Item referred from FAC meeting of July 16, 2003)	
7. <b>MTA CAC Draft Amendment to the Rules of Order</b> (Daniel Murphy, Chair)	6:00
8. <b>Election of Council Chair and Vice-Chair</b>	6:15
9. <b>Finance &amp; Administration Committee (FAC) Recommendation</b> <b>(July 16, 2003 meeting)</b> (Daniel Murphy, Chair FAC)	6:25
<b>Motion a:</b>	<b>The MTA CAC recommends that in Metro Stations fare gates that don't accept tokens be marked as such. All fare gates in Metro should be repaired and maintained such that they accept tokens</b>
<b>Motion b:</b>	<b>The MTA CAC recommends that local and regional lawmakers support more funding for Muni under SB 916, but not at the expense of the Transbay Terminal Project.</b>

**Motion a:** The MTA CAC recommends that the Third Street Light Rail Line have its own letter designation, made after seeking community input, structured in such a way that within the Metro Subway inbound passengers board a Third Street designated line and outbound passengers board a line designated with the letter of the connecting line.

**Motion b:** The MTA CAC recommends that the following be included in the San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan:

Under the Route Electrification Study, Page 81, Figure 38 (Route Electrification Program), the 47-Van Ness should be at a higher priority for trolley bus electrification than the year 2018.

A California and Hyde Cable Car Line should be considered as an addition to the Cable Car Expansion, Page 72.

The Third Street Light Rail Line have its own letter designation made after seeking community input, structured in such a way that within the Metro Subway inbound passengers board a Third Street designated line and outbound passengers board a line designated with the letter of the connecting line be appropriately incorporated into the SRTP.

Muni not consider using double-deck buses, New Vehicle Types - New Vehicle Types, Page 74.

Plans concerning the Geary BRT should specifically state that the Geary BRT be designed and built such that it could be converted to Light Rail Transit (LRT) in the future. (Pages 84 and 85 - Bus Rapid Transit (BRT) Program).

Should a project a project office in the Bayview neighborhood not be established for community liaison activities as well as assistance to local and minority contractors, the location of the project office should be indicated or the last sentence to paragraph 1, under Project Status (Page 21) should be deleted.

Change the third paragraph of Page 21 - Operating Plan to read, "Before the final service changes are determined, the planned service changes will be

presented to the public, reviewed by the Bayview Hunters Point Project Area Committee (PAC), and presented to the public and the MTA Board for approval.

Add to the following sentence to the second paragraph of Page 48 - Public Outreach, "Public Outreach also include representation by members of the Municipal Transportation Citizens' Advisory Council from each District in San Francisco.

A statement should be added that Muni should coordinate with Redevelopment and City Planning Agencies regarding extending transit line service into the Bayview Hunters Point Naval Shipyard.

11. **Operations & Customer Service Committee (OCSC)**  
**Recommendation (July 21, 2003 Meeting** (Joan Downey, Chair OCSC)  
[Attachment]

6:55

**Motion:** The MTA CAC supports staff's proposal to designate all Municipal Railway Lines as Proof of Payment Lines.

**Committee Reports** (Discussion/Action)

12. **Engineering, Maintenance & Safety Committee (EMSC)**  
(Nia Crowder, EMSC Chair)

7:00

**Last meeting held:** June 19, 2003.

**Items discussed:** Revision of DPT Sidewalk/Driveway Violation Flyer; Breda Maintenance Concerns; Performance of Lift-U Equipment on 6200, 8200 and 8300 Series Coaches; Jerking/Lurching during Breda LRV Operations; Third Street Light Rail Project Update.

**Tentatively Scheduled Next regular meeting:** Thursday, August 21 2003, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.

**Pending Topics for Discussion:** Revision of DPT Sidewalk/Driveway Violation Flyer; Traffic Management System/Ocean Avenue Project Signalization; Traffic Signalization System at St. Francis Circle; Integration of DPT and Muni Central Offices, Report on Central Subway; Bus Rapid Transit (BRT) (Geary); T3 Presentation to the Council and MTA CAC Interaction; Steps Concerning Muni's Vision Plan Implementation; Ocean Avenue Traffic Alignment Plans.

**Quarterly/Bimonthly Updates:** Municipal Railways Headquarters; Alternative Fuel Pilot Program (AFPP); Third Street Light Rail Project; N-Judah.

13. **Finance and Administration (FAC)**  
(Daniel Murphy, FAC Chair)

7:05



**Last meeting held:** July 16, 2003.

**Items discussed:** Fiscal Year 2004 Budget Update, Implementation of Fare Increase, TransLink Interagency Participation Agreement, Regional Funding Opportunities (Perata Bill, Expenditure Plan, etc).

**Tentatively Scheduled Next regular meeting:** Wednesday, August 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Suggested Topics from FAC May 28, 2003 meeting:** CalTrain Joint Powers Board (JPB) Funding Change; DPT Budget Update; Capital and Grants Funding Process/Accounting and Appropriations Authority; Review of Budget Process; Federal Program Formula Funds.

**Pending Items for Discussion:**

**August 2003** – Shortfall in Capital Budget Over Coming 20 Years; Insurance Overview, Risk Management, and Effect of Proposition E; Vehicle Maintenance System/Materials Management System (VMS/MMS); Municipal Railway Improvement Fund (MIF).

**September 2003** - Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and the Discontinued Disabled "D" Magnetic Pass.

**October 2003** – Transit Impact Development Fee (TIDF)/Soma Service Follow-up.

**Follow-up Items:** Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions.

14. **Operations & Customer Service Committee (OCSC)**  
(Formerly Service Reliability and Quality [SRQC])  
(Joan Downey, OCSC Chair)

7:10

**Last meeting held:** July 21, 2003.

**Items discussed:** Station Operations; Revision to Muni Transfer Policy; Rescue Muni J, L, M & N Lines Recommendations Follow-up;; 39 Coit Service Improvement Follow-up; Cable Car Follow-up.

**Tentatively Scheduled Next regular meeting:** Monday, August 18, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Pending Items for Discussion:**

**August 2003** – Bus Cleaning; Cable Car Fares and Transfers; DPT Parking Control Officers (PCOs) Organization; Fare Gates; Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering,

Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Mr. Ferrario]]

**Follow-up Items:** 39 Coit Service Improvement; Passenger Service Report (PSR); Cable Car.

15. **Planning & Marketing Committee (PMC)** (Bruce Oka, PMC Chair)  
(Formerly Service Design & Marketing [SDMC])

7:15

**Last meeting held:** July 21, 2003.

**Items discussed:** Rail Line Service Designation for Third Street Light Rail; Review of San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan (S RTP)

**Tentatively Scheduled Next regular meeting:** Monday, August 18, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:30 PM.

**Pending Items for Discussion:** To be determined.

16. **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes**  
[Attachments] (Discussion/Action)

7:20

17. Council Members' Questions and Comments (Discussion/Action)

7:25

18. MTA CAC Agenda Planning (Discussion/Action)  
Facilities Tour

7:30

19. Adjournment

7:35

Attachments:

Agenda Item 6 –

Draft MTAB Calendar Item (Brief Description: Requesting authorization for the director of Transportation to execute the TransLink Interagency Participation Agreement)  
Allocation of TransLink Operating Cost

Agenda Item 11 -

Draft MTAB Calendar Item (Brief Description: Designating all Municipal Railway lines as Proof-of-Payment lines.

Agenda Item 16 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence







**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

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**FINAL MINUTES  
of  
Regular Meeting**

SEP 15 2003

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**Thursday, August 7, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Nia Crowder (MTA CAC Vice Chair) called the meeting to order at 5:40pm.

**MTA CAC Members Present:** Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver.

**San Francisco Municipal Railway (Muni) Staff Present:** Ann Carey (Financial Manager, Finance and Administration), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Public Comment** (Agenda Item 2). Ms. Paula Fraser, a resident of San Francisco, stated that her residence is on Church Street and that the J-Church Metro Line travels directly in front of her home. Ms. Fraser expressed concern regarding the safety condition of the track, rail switch, and track bed located in front of her home. Ms. Fraser comment that in her opinion there is apparently much repair work that should be done to the tracks at this location. She provided the Council photographs of the track areas concerned. Commenting that Light Rail Vehicle (LRV) Transit Operators do not observe the Stop Sign at 29<sup>th</sup> and Church Streets and operate the LRVs in excessive speeds when traveling in an "out of service" mode, Ms. Fraser stated that the noise from the Breda LRVs has made it unbearable to use the front room of her home for the purpose of sleeping. She also expressed concern about the vibration effect on her home. Employed as a Train Controller with the Bay Area Rapid Transit (BART) Operations Control Center, she expressed the opinion that the rails are not the right type of track for the Breda LRVs, i.e., the proper weighed rail for the weight of the Breda LRVs.

Ms. Downey commented that the N-Judah LRV speed and vibration affect on homes along Carl Street has been a continued complaint by residents in her neighborhood.

Mr. Murphy (Chair) arrived and Ms. Crowder relinquished the Chair's position to Mr. Murphy at this time.

The Chair stated that Ms. Fraser's concerns would be referred to the Council's Engineering, Maintenance & Safety Committee (EMSC) for its August 21<sup>st</sup> meeting. Mr. Czechowicz stated that he would forward Ms. Fraser's concerns to the Muni staff for appropriate review.



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(415) 554-6873 FAX (415) 554-4103



3. **Review and Adopt Minutes of June 5, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Linton Stables moved the following motion, which was seconded by Bruce Oka:

**Motion To Adopt: The Draft Minutes of the MTA CAC Regular Meeting of June 5, 2003 be accepted.**

**The motion to adopt unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Mr. Murphy reported that he was contacted regarding a highly expedited item that went before the Municipal Transportation Agency Board (MTAB) on Tuesday, August 5<sup>th</sup> concerning Muni permitting organizations or individuals to engage in First Amendment activity within the paid areas of the stations. He stated that a decision was made to end this practice and move such activities to areas outside the fare gates. He remarked that due to the item being a security issue, the item was not brought before the Council. However, it was communicated to him that the Council's input on how the security policy change would be implemented would still be sought and valued.

He stated that the Department of Parking and Traffic (DPT) response in not being able to provide staffing for the August 18<sup>th</sup> Operations & Customer Service Committee (OCSC) meeting was in his opinion an exceedingly dissatisfying letter and did not meet the level of support as agreed. Paul Czechowicz (MTA CAC Liaison) requested that before the Council considered taking any action regarding DPT's noncompliance with the agreement to staff Council Committee meetings, he would like to opportunity to first discuss this matter with Michael Burns (Executive Director, Municipal Transportation Agency).

5. **Staff Report** (Agenda Item 5 – Discussion/Action). Mr. Czechowicz stated that Muni is preparing a publicity campaign, which would begin in mid-August and continue through October, regarding the new fares, public awareness about Muni, and some other issues addressing service. He announced that Mark Caposino (Marketing Director, Community and Public Relations) would make a presentation to the Planning & Marketing Committee (PMC) on Monday, August 18, 2003 at 5:30 regarding the Public Information Campaign.

Mr. Oka inquired about the September disabled fare sticker increase and lift van fare remaining the same. He asked how the fares would affect services offered through the two different types of fare instruments and cost relations? Mr. Czechowicz stated that he would provide the Council a response to Mr. Oka's concerns. The Chair suggested that the response to Mr. Oka's concerns be provided at the next Council's Finance & Administration Committee (FAC) meeting (scheduled for Wednesday, August 20, 2003 at 3:00pm).

Ms. Vincent inquired about the use of paper tokens. Mr. Murphy commented that a discussion was held during the FAC's July 16<sup>th</sup> meeting where it was explained as an interim measure and only during the month of August Muni has made available a type of paper token (booklets)



while new tokens were being minted. A shortage in the number of tokens available for sale occurred as the result of individuals hoarding tokens in anticipation of the new fare increase.

**6. TransLink Interagency Participation Agreement** (Agenda Item 6 - Discussion/Action). The Chair explained that this item was presented before the FAC and the Committee chose not to take action pending receipt of additional information on TransLink cost and cost savings. Ann Carey (Financial Manager, Finance and Administration) began her presentation by stating that TransLink is a "smart card" that could be used for fare payment on multi-transit systems. Six operators, including Muni Metro and LRV lines, Alameda-Contra Costa Transit (AC Transit) and Golden Gate Bridge Highway and Transportation (Golden Gate) Districts, and some of the BART stations completed Phase 1 demonstration. She stated that a successful demonstration of the equipment and the cards was done with the Metropolitan Transportation Commission (MTC) developing all the capital and operating cost for the TransLink Program. Phase 2 envisions implementation of TransLink on all Muni vehicles as well as to other regional operators. Operators would pickup a share of the operating cost of the TransLink Program during Phase 2.

Ms. Carey provided an overview of the TransLink Interagency Participation Agreement (Attachment to Agenda Item 6). She explained that the participation agreement would become the governing document for conducting business as a group. A TransLink Consortium would be formed for joint management decision-making. The MTA is one of six charter members in the consortium along with BART, Golden Gate, AC Transit, San Mateo County Transit District (SANTRAN), Santa Clara Valley Transportation Authority (VTA), and the MTC. Other properties could join the consortium as general members. A management group that includes the General Managers from the six charter members and representatives of other members would be established with a voting structure. Basically, the voting structure would be somewhat of a weighed voting depending on participation payment (cost) in the program. Muni and BART together would have a fairly substantial leadership position in the consortium and its decision-making.

She commented that probably the key element of the participation agreement is the Cost Sharing Agreement. MTC would pay capital cost and the fixed portion of operating cost such as the monthly fee for maintaining the Clearing House. Operators would pay the variable operating cost based on level of participation in the program. Participation would be measured by the number of transactions processed through the Clearing House and the amount of fare revenue collected on behalf of each operator. Ms Carey remarked that if and when TransLink is extended to non-transit applications, the same formula would be used to share any excess revenue that might be generated by the system.

She stated that MTC estimates an annual operating cost of about \$9.8M that would be shared amongst the operators. Muni would pay \$3.6M annually, primarily in contract cost to operating the Clearing House. Also, Muni would incur some internal cost from maintaining equipment, tracking data, and reconciling revenues. Anticipated savings from TransLink include cost associated with discontinuing paper passes, reduction in cash handling, and hopefully some decreased fare evasion and fraud that would essentially reflect in a higher revenue stream. Operational improvements are expected through quicker boarding and other factors.



In response to the FAC's request for additional cost information, particular the cost of operating with and without TransLink, Ms. Carey provided the Council excerpts from a MTC contracted analysis completed by Nancy Whelan Consulting (Attachments). She explained that the analysis was of the incremental internal operating cost, not the contract cost of the Clearing House, that Muni might bear as the result of having the TransLink System. It was estimated that Muni could expect a little less than \$1M in additional cost, but at the same time, some savings in the reduction of fare gate maintenance, paper passes, transfers, and in particular cash handling might occur. She commented that cash handling is a very expensive operation to Muni. A considerable savings of about \$2M could be expected from the removal of cash handling off the buses and out of the turnstiles. The operational net savings of about \$1M would then be applied to help offset the \$3.6M cost in Clearing House expense that Muni would be allocated under the formula.

Ms. Carey pointed out that the Allocation of TransLink Operating Costs (attachment) is the Clearing House cost – essentially, the operating cost for the processing of all the information that would flow on and off a card whenever used in order to collect revenues. The data represents the variable operating cost that would be shared by the operators according to the formula in the participation agreement. She added that if the estimated full rollout of about \$9.8M is applied to the formula, Muni would pay about 37% of the cost and BART would pay about 33%. Muni is clearly the larger operator with the most ridership and revenue. Cost are not fixed and depends on the actual use of the TransLink System.

Ms. Vincent asked what effort is being done and what length of time is being established to educate ridership in the use of the TransLink System? Ms. Carey responded that TransLink would move Muni to state-of-the-art fare collection technology, which is electronic or automatic fare collection as opposed to cash. Muni would like to encourage migration of users of paper pass to the TransLink SmartCard. A fare gate replacement study is being conducted and eventually all fare gates would be replaced, disallowing the magnetic strip cards, and converting all fast passes to TransLink SmartCard.

Mr. Weaver questioned if it is Muni's intent to convert its ridership to electronic fare collection? Ms. Carey stated that Muni understands that cash fares would always have to be accepted because there are customers who need a single ride. Changes in the fare structure are being considered that would provide incentives to attract cash fare customers to the TransLink SmartCard. As "smart card" technology develops, i.e., paper disposable "smart cards" that are more economical, Muni would consider such future technologies. She stated that the initial target would be the fast pass and cash customers who ride frequently enough might purchase a type of "e-tokens" TransLink SmartCard.

Ms. Hayes commented that the Comparison of Baseline Scenarios (Attachment) indicates that \$171,000.00 was designated to a Marketing Campaign to educate the public regarding the change in Muni's fare structure. She asked Ms. Carey to provide specifics. Ms. Carey pointed out that there is no dollar value for Muni in Marketing, but Muni would undertake a Marketing Campaign. MTC has a fairly large Marketing Budget to educate the public about the SmartCard, its use, and the phasing-in of the Smart Card and phasing-out the paper passes.

Mr. Rolfe inquired as to how value would be added to the card. Ms. Carey stated that there are two or three methods of adding value to a card, i.e., at an add value machine, ticket office or use of a type of automatic auto-load payable by credit card.

Mr. Rolfe asked about using the TransLink SmartCard on other systems and how the card operates. Ms. Carey stated the card is a "smart card" that would be programmed specifically to the client. Should an operator accept TransLink, and eventually TransLink would become a regional system, several types of fares could be placed on a TransLink SmartCard, i.e., an "e-purse" for cash deductions, and recognition of fast passes and discount fares. Proof of Payment (POP) Inspectors would carry a type of card validation reader when checking fares. A handheld reader is being considered for Cable Car operations.

Ms. Cauthen inquired about the timeline in executing the TransLink Program. Ms. Carey stated the timeline is very, very preliminary. Muni anticipates executing the Interagency Participation Agreement in September. The MTC would give notice to proceed to the contract. The contractor would need to develop and install equipment, and build the Clearing House. BART fare gates would need to be compactable. An estimate 12-to-18 months from the notice to proceed would be needed before actual implementation.

Ms. Downey inquired as to other uses for the TransLink System. Ms. Carey responded that TransLink is currently transit specific. The new parking meters can be TransLink compatible. Investigation in using TransLink in the City's owned parking garages and potential retail opportunities are being considered.

Mr. Murphy expressed the opinion that he was pleased that the cash handling savings were as high, but was a little unclear as to the \$3.6M in cost and the net saving of \$1.1M. Ms. Carey stated that the \$1.1M savings was only the internal cost, not the contract cost. The contract cost of \$3.6M is a cost estimate at a full operational level. Mr. Murphy expressed the opinion that what was being offered was a system that would cost about \$2.5M a year in exchange for a certain amount of convenience received. Ms. Carey commented that at this point, there are non-quantified savings that may also be achieved.

Mr. Cimento inquired about the adoption rate assumption that supports the savings levels. Ms. Carey replied that a 75% adoption is expected from paper pass and 40% from cash users.

Mr. Weaver moved the following motion, which was seconded by Ms. Vincent:

**Motion: The MTA CAC recommends endorsement of the TransLink Program Expansion.**

**The Motion unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

7. **MTA CAC Draft Amendment to the Rules of Order** (Agenda Item 7 - Discussion/Action). Mr. Murphy provided the Council a proposed amendment to the MTA CAC Rules of Order (Attachment). He stated that Council would not act on the proposal in that the proposal had not been noticed per Section 3 of the Council's Rules of Order. He explained that it was his intent for Council Members to review the proposal and vote on the proposal at the Council's next meeting (September 4<sup>th</sup>). He remarked that the Council on occasion desired to hold noticed committee meetings, however, a quorum of a committee was not present, but other Council Members were present. The rational for the amendment is to allow Council Members, who are not members of a committee but are in attendance at a committee meeting, temporary appointed as a Committee Member. The appointed Council Member would serve in lieu of an absent member consequently establishing a quorum. Mr. Murphy asked that Council members provide feedback to the Chair regarding the proposal and any suggested changes.

8. **Election of Council Chair and Vice-Chair** (Agenda Item 8 - Discussion/Action). Mr. Murphy opened the floor to nominations for the position as Council Chair. Mr. Stables nomination Daniel Murphy, which was seconded by Ms. Vincent. Seeing no objections to closing nominations, the Chair called for a vote asking Council Members to signify a vote for Daniel Murphy by saying "aye."

**The nomination of Daniel Murphy as Council Chair unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

The Chair called for nominations for the Vice-Chair position. Mr. Oka nominated Nia Crowder, which was seconded by Ms. Cauthen. Mr. Ferrario moved that nominations close. The Chair seeing no objections to closing nominations, a vote was called asking Council Members to signify a vote for Nia Crowder by saying "aye."

**The nomination of Nia Crowder as Council Vice-Chair unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

9. **Finance & Administration Committee (FAC) Recommendations** (Agenda Item 9 - Discussion/Action).



**Motion a: The MTA CAC recommends that in Metro Stations fare gates that don't accept tokens be marked as such. All fare gates in Metro should be repaired and maintained such that they accept tokens.**

**The Motion unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

**Motion b: The MTA CAC recommends that local and regional lawmakers support more funding for Muni under SB 916, but not at the expense of the Transbay Terminal Project. ).**

**The Motion unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

**10. Planning & Marketing Committee (PMC) Recommendations (July 21, 2003 meeting)** (Agenda Item 10 - Discussion/Action).

**Motion a: The MTA CAC recommends that the Third Street Light Rail Line have its own letter designation, made after seeking community input, structured in such a way that within the Metro Subway inbound passengers board a Third Street designated line and outbound passengers board a line designated with the letter of the connecting line.**

**The Motion unanimously carried with 13 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver voted yes).

Ms. Cauthen departed the meeting at this time.

**Motion b: The MTA CAC recommends that the following be included in the San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan:**

- **Under the Route Electrification Study, Page 81, Figure 38 (Route Electrification Program), the 47-Van Ness should be at a higher priority for trolley bus electrification than the year 2018.**

- **A California and Hyde Cable Car Line should be considered as an addition to the Cable Car Expansion, Page 72.**
- **The Third Street Light Rail Line have its own letter designation made after seeking community input, structured in such a way that within the Metro Subway inbound passengers board a Third Street designated line and outbound passengers board a line designated with the letter of the connecting line be appropriately incorporated into the SRTP.**
- **Muni not consider using double-deck buses, New Vehicle Types - New Vehicle Types, Page 74.**
- **Plans concerning the Geary BRT should specifically state that the Geary BRT be designed and built such that it could be converted to Light Rail Transit (LRT) in the future. (Pages 84 and 85 - Bus Rapid Transit (BRT) Program).**
- **Should a project office in the Bayview neighborhood not be established for community liaison activities as well as assistance to local and minority contractors, the location of the project office should be indicated or the last sentence to paragraph 1, under Project Status (Page 21) should be deleted.**
- **Change the third paragraph of Page 21 - Operating Plan to read, "Before the final service changes are determined, the planned service changes will be presented to the public, reviewed by the Bayview Hunters Point Project Area Committee (PAC), and presented to the public and the MTA Board for approval."**
- **Add to the following sentence to the second paragraph of Page 48 - Public Outreach, "Public Outreach also include representation by members of the Municipal Transportation Citizens' Advisory Council from each District in San Francisco."**
- **A statement should be added that Muni should coordinate with Redevelopment and City Planning Agencies regarding extending transit line service into the Bayview Hunters Point Naval Shipyard.**

Mr. Stables requested suspension of the reading of motion b. The Chair noted no discussion on motion b and called for a vote.

**The Motion carried with 12 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**; Sue Cauthen **absent**).

**11. Operations & Customer Service Committee (OCSC) Recommendation (July 21, 2003 Meeting)** (Agenda Item 11 - Discussion/Action).

**Motion: The MTA CAC supports staff's proposal to designate all Municipal Railway Lines as Proof of Payment Lines.**

Following an open discussion of the motion, Mr. Stables moved to call the question. The Chair noted no further discussion and called for a vote.

**The Motion carried with 12 yes votes.** (Daniel Murphy (Chair), Nia Crowder (Vice Chair), Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, and Daniel Weaver **voted yes**; Sue Cauthen **absent**).

**12. Engineering, Maintenance & Safety Committee (EMSC)** (Agenda Item 12 - Discussion/Action). Ms. Crowder, EMSC Chair, reported that the Committee meets every other month. A quorum was present for the Committee's June 19<sup>th</sup> meeting and the next meeting of the EMSC will be held on August 21<sup>st</sup>. She provided the Council an overview of tentative, pending and quarterly/bimonthly Committee topics.

**Mr. Rolfe suggested that the Committee consider holding discussions on the Neoplan, 8200 and 8300 series buses jerking/lurching during acceleration and breaking.**

Ms. Cauthen returned and Ms. Crowder departed the meeting at this time.

**13. Finance and Administration (FAC).** Mr. Murphy (Chair, FAC) stated that the FAC would schedule Mr. Oka's concerns regarding the September disabled fare sticker increase and lift van fare issue. As a part of the Committee's ongoing review of TransLink, the e-token issue will be scheduled. The FAC tentatively plans to meet on Wednesday, August 20<sup>th</sup>.



**14. Operations & Customer Service Committee (OCSC)** (Agenda Item 14 - Discussion/Action). Ms. Downey expressed concern regarding DPT's participation at the Committee's next meeting. Mr. Murphy stated that the Committee held discussion regarding the 39-Coit Service and a new proposal submitted by Mr. Bill Seelinger (Telegraph Hill Dwellers).

**15. Planning & Marketing Committee (PMC)** (Agenda Item 15 - Discussion/Action). Mr. Oka indicated that a draft copy of the PMC's agenda for its August 18<sup>th</sup> meeting has been distributed to Committee Members.

**16. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** (Agenda Item 16 - Discussion/Action). The Secretary advised the Council of an addition to the Incoming Correspondence Matrix which was distributed to Council Members.

Referring to incoming correspondences the Council received, the following discussions took place:

Ms. Downey's referenced the Executive Director of Transportation letter of July 29, 2003 concerning the City's Budget containing Mr. Burns thanks to Muni employees for choosing to contribute to the retirement system. Ms. Downey stated that it was her understanding that employees received five (5) extra holidays for the retirement contribution. Mr. Czechowicz explained that five (5) holidays equated to 2% and there were additional floating holidays in exchange for the 7.5% (contribution). Responding to Ms. Downey's question concerning the impact of floating holidays on service, Mr. Czechowicz commented that Operators do not contribute to the retirement system and the five (5) additional holidays were not extended to Operators - only to all non-operator unions. He explained the Operators pay system per the Charter Section and stated that it is planned that sign-ups for the holidays would occur to schedule absents.

Ms. Downey referenced the Recommendation for MuniWayside Fare Collection Systems booklet of May 15, 2003 and commented that a number of Muni employees served on the working group. She expressed the opinion that MTA CAC representation should have been included and that MTA CAC participation should be included as a part of these internal Muni groups/committees. Mr. Czechowicz stated that there is a community outreach and it has not been a policy of the MTA CAC to participate. The Secretary explained that the booklet was provided for the Council's review in anticipation of scheduling fare gates as an OCSC agenda item. **The Council Chair commented that because of the customer service angle, a discussion of MTA CAC participation on internal Muni committees is a separate issue and suggested that the OCSC's draft some statement pertaining to this issue.**

17. **Council Members' Questions and Comments** (Agenda Item 17 – Discussion/Action). Council Members provided no further questions or comments.

18. **MTA CAC Agenda Planning** (Agenda Item 18 – Discussion/Action). The Council Chair advised Council Members to submit suggested facility locations to Mr. Czechowicz or the Chair.

19. **Adjournment.** The Chair adjourned the meeting at 7:25pm.

Attachments:

- Agenda Item 2 - Photos provided by Ms. Paula Fraser of J-Church track way in front of residence.
- Agenda Item 6 - Nancy Whelan Consulting: Muni - Non-Contract Cost/Savings Model, Comparison of Baseline Scenarios (Page 9 – Summary Costs/Savings Report), Allocation of TransLink Operating Costs (Page 1 - 6/11/03)
- Agenda Item 7 - Proposed Amendment to The MTA CAC Rules of Order







**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

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**Notice Regular Meeting and Agenda  
Thursday, September 4, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California**

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes,  
Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Steve Ferrario, Bruce Oka, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

**Planning & Marketing Committee (PMC)**

Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

**NOTES:**

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The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council  
401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524  
(415) 554-6873 FAX (415) 554-4103**



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The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro station is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting  
Thursday, September 4, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California**

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. <b>Call to Order/Roll Call</b>	5:30
2. <b>Public Comment</b>	5:32
3. <b>Adopt Minutes of August 7, 2003</b> (Discussion/Action) [Attachment]	5:34
4. <b>Report of the Chair</b> (Discussion/Action)	5:36
5. <b>Staff Report</b> (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:41
<b>Council-Initiated Items</b> (Discussion/Action)	
6. <b>Planning &amp; Marketing Committee (PMC) Recommendation</b> (Bruce Oka, Chair PMC) Peter Straus (Manager, Service Planning [Muni])	5:46
<b>Motion a:</b> The MTA CAC PMC recommends that its recommendation of July 21 to the MTA CAC, which the Council approved on August 7, 2003, regarding the San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan that "Muni not consider using double-deck buses, New Vehicle Types, Page 74" be reconsidered.	
<b>Motion b:</b> The MTA CAC recommends implementing the 27 – Bryant Service Line Reroute Proposal.	
<b>Motion c:</b> The MTA CAC recommends implementing the 18 – 46 <sup>th</sup> Avenue and 54 – Felton Service Lines Official Detours and the review process that staff has proposed.	
7. <b>MTA CAC Draft Amendment to the Rules of Order</b> [Attachment] (Daniel Murphy, Chair MTA CAC)	6:00

(Deferred item from Council's August 7, 2003 meeting)



8. **Finance & Administration Committee (FAC) Recommendation**  
**(August 20, 2003 meeting)**  
(Daniel Murphy, Chair FAC)

6:05

**Motion a:** The MTA CAC recommends that when TransLink is implemented an instrument that replicates the token be included.

**Motion b:** The MTA CAC recommends that operating cost impacts of capital projects be evaluated and projects that reduce operating costs receive higher priority, and that cost/benefit analysis be done as capital projects are considered for funding.

9. **Operations & Customer Service Committee (OCSC) Recommendation**  
**(August 18, 2003 Meeting)**  
(Joan Downey, Chair OCSC)

6:10

**Motion a:** The MTA CAC recommends that Cable Car conductors and gripmen be routinely trained to direct passengers to substitution buses when a line is disrupted, and that at least one crew staff each end of the service disruption, directing passengers to substitute buses and alternate routes.

**Motion b:** The MTA CAC recommends that:

1. Cable Car tickets should be accepted on other bus and streetcar lines.
2. Should a passenger possess a transfer tickets from one of the other lines the passenger should only pay the difference in fare on the Cable Car.
3. Free Transfers between Cable Car Lines should be established.

10. **Bike Plan Update Presentation**

6:20

Amy Panella (Community Outreach Coordinator, San Francisco Bike Coalition)

**Committee Reports (Discussion/Action)**

11. **Engineering, Maintenance & Safety Committee (EMSC)**  
(Nia Crowder, EMSC Chair)

6:40

**Last meeting held:** August 21, 2003.

**Items discussed:** Church Street Track Switch; Traffic Management System/Ocean Avenue Project Signalization; Traffic Signalization System at St. Francis Circle; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway Central Offices; Alternative Fuel Pilot Program (AFPP) Update; Revision to DPT Sidewalk/Driveway Violation Flyer; Approval of Draft

Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written.

**Tentatively Scheduled Next regular meeting:** Thursday, September 18, 2003, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.

**Pending Topics for Discussion:**

**October 2003** - Church Street Track Switch (Follow-up); Revision of DPT Sidewalk/Driveway Violation Flyer (Continued); Integration of DPT and Muni Central Offices (Continued), Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written (Continued), Undergrounding of Overhead Utilities Wires Along the Entire Route for Future Diesel-to-Trolley Conversions.

**November 2003** – Breda Engineering Modifications/Design Repair Plan Update.

**December 2003** – Third Street Light Rail Update.

**Quarterly/Bimonthly Updates:** Alternative Fuel Pilot Program (AFPP); Third Street Light Rail Project; N-Judah; Municipal Railways Headquarters.

**Potential Discussion Topics:** Report on Central Subway; Bus Rapid Transit (BRT) (Geary); T3 Presentation to the Council and MTA CAC Interaction; Steps Concerning Muni's Vision Plan Implementation; Ocean Avenue Traffic Alignment Plans; Muni's Input Into the Spending Plan for Proposition B Reauthorization.

12. **Finance and Administration (FAC)**  
(Daniel Murphy, FAC Chair)

6:45

**Last meeting held:** August 20, 2003.

**Items discussed:** Translink "e-token" Policy; Shortfall in Capital Budget Over Coming 20 Years; Vehicle Maintenance System/Materials Management System.

**Tentatively Scheduled Next regular meeting:** Wednesday, September 17, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Pending Items for Discussion:**

**September 2003** – Insurance Overview, Risk Management, and Effect of Proposition E (Deferred); Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget; Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and the Discontinued Disabled "D" Magnetic Pass.

**October 2003** – Transit Impact Development Fee (TIDF)/Soma Service Follow-up; Municipal Railway Improvement Fund (MIF).



**Follow-up Items:** Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions.

13. **Operations & Customer Service Committee (OCSC)**

6:50

(Formerly Service Reliability and Quality [SRQC])

(Joan Downey, OCSC Chair)

**Last meeting held:** August 18, 2003.

**Items discussed:** Rescue Muni J, L, M & N Lines Recommendations Follow-up; California Street Cable Car Service Outage at Drumm Street; Cable Car Fare and Transfer Policy.

**Tentatively Scheduled Next regular meeting:** Monday, September 15, 2003, 401 Van Ness, Room 308 (Conference Room 312), 3:00 PM.

**Pending Items for Discussion:**

**October 2003** – Bus Cleaning; DPT Parking Control Officers (PCOs) Organization; Muni Wayside Fare Collection System (Fare Gates); Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Mr. Ferrario])

**Follow-up Items:** 39 - Coit Service Improvement; Passenger Service Report (PSR); Rescue Muni J, L, M & N Lines Recommendations; Cable Car.

14. **Planning & Marketing Committee (PMC)** (Bruce Oka, PMC Chair)

6:55

(Formerly Service Design & Marketing [SDMC])

**Last meeting held:** August 18, 2003.

**Items discussed:** Public Information Campaign; 27-Bryant Service Line Reroute Proposal; 18 – 46<sup>th</sup> Avenue and 54 – Felton Service Lines Official Detours; 29 – Sunset and 82X – Presidio & Wharves Express Route Services Lines Changes; San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan (SRTP).

**Tentatively Scheduled Next regular meeting:** Monday, September 15, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:30 PM.

**Pending Item for Discussion:**

**September** - 29 – Sunset and 82X – Presidio & Wharves Express Route Services Lines Changes (Deferred)

15. **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence**

7:00

**Matrixes** [Attachments] (Discussion/Action)

16. **Council Members' Questions and Comments** (Discussion/Action)

7:05



17. **MTA CAC Agenda Planning** (Discussion/Action) 7:10  
Facilities Tour (Vehicle Maintenance System/Materials Management System  
[VMS/MMS – January 2004], Department of Parking and Traffic Control Center)

18. **Adjournment** 7:30

Attachments:

Agenda Item 3 –

Draft MTA CAC Minutes of August 7, 2003

Agenda Item 5 –

Monthly Staff Report of September 4, 2003

Agenda Item 7 -

Proposed Amendment To The MTA CAC Rules of Order – Second Draft

Agenda Item 15 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence

1. The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that proper record-keeping is essential for the integrity of the financial system and for the ability to detect and prevent fraud.

2. The second part of the document outlines the specific procedures for recording transactions. It details the steps involved in the accounting cycle, from identifying the transaction to posting it to the appropriate ledger account.

3. The third part of the document discusses the role of the auditor in verifying the accuracy of the records. It describes the various techniques used by auditors to test the reliability of the data and to ensure that the financial statements are presented fairly.

4. The fourth part of the document addresses the issue of internal controls. It explains how a well-designed system of internal controls can help to minimize the risk of error and to ensure that the organization's assets are protected.

5. The fifth part of the document discusses the importance of transparency and accountability in financial reporting. It argues that organizations should be open and honest about their financial performance and should provide clear and concise information to their stakeholders.

6. The sixth part of the document discusses the role of the government in regulating the financial system. It describes the various laws and regulations that govern the behavior of financial institutions and the consequences of non-compliance.

7. The seventh part of the document discusses the importance of ethical behavior in the financial industry. It argues that financial professionals should always act in the best interests of their clients and should avoid any conflicts of interest.

8. The eighth part of the document discusses the role of the media in financial reporting. It describes how the media can help to disseminate financial information and to hold financial institutions accountable for their actions.

9. The ninth part of the document discusses the importance of ongoing education and training for financial professionals. It argues that the financial industry is constantly evolving and that professionals must stay up-to-date on the latest developments.

10. The tenth part of the document discusses the importance of collaboration and communication among financial institutions. It argues that working together can help to improve the efficiency of the financial system and to reduce the risk of systemic failure.



**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

**FINAL MINUTES  
of  
Regular Meeting**

**Thursday, September 4, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Nia Crowder (MTA CAC Vice Chair – Acting Chair) called the meeting to order at 5:35pm.

**MTA CAC Members Present at Roll Call:** Nia Crowder, Art Cimento, Joan Downey Steve Ferrario, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver.

**MTA CAC Members Arrived After Roll Call:** Ellen Hayes, Bruce Oka.

**MTA CAC Members Absent:** Daniel Murphy (Chair), Sue Cauthen.

**San Francisco Municipal Railway (Muni) Staff Present:** Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

**Community Organization Representative Present:** Amy Panella (Community Outreach Coordinator, San Francisco Bike Coalition).

**Department of Parking and Traffic (DPT) Staff Present:** Lorraine Fuqua (Secretary DPT).

2. **Public Comment** (Agenda Item 2). Bob Planthold (a member of the public) request that his comments regarding the Council's recommendation on the subject of Muni's consideration in using double-deck buses be deferred to when the Council calls for Agenda Item 6, Motion a. The Acting Chair agreed with Mr. Planthold's request. Noting no further public comment at this time, the Acting Chair called for Agenda Item 3.

3. **Adopt Minutes of August 7, 2003** (Agenda Item 3 - Discussion/Action) [Attachment to Agenda]. Mr. Ferrario moved the following motion, which was seconded by Ms. Vincent:

**Motion To Adopt: The Draft Minutes of the MTA CAC Regular Meeting of August 7, 2003 be accepted.**

**The motion to adopt carried with 9 yes votes.** Nia Crowder, Art Cimento, Joan Downey Steve Ferrario, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, Ellen Hayes, Bruce Oka **absent**.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). Ms. Crowder (MTA CAC Vice Chair – Acting Chair) referred Council Members to the written report submitted by Mr. Murphy





and distributed to Council Members (attachment). The Acting Chair announced that as a result of Director Enid Lim's resignation from the Municipal Transportation Agency Board (MTAB) of Directors, Mr. Will Din replaced Director Lim as a new member of the MTAB.

She stated that Daniel Murphy (MTA CAC Chair) had met with the Department of Parking and Traffic (DPT) Executive Staff regarding the Council's concerns/issues concerning DPT staffing (Committee/Council) meetings. Ms. Crowder commented that the outcome of the meeting produced a very good response and DPT staffing issues should be resolved. The Acting Chair extended her thanks to Lorraine Fuqua (Secretary DPT) for attending the Engineering, Maintenance & Safety Committee (EMSC) of August 21st and commented that DPT staff's interaction and response was very good. Ms. Fuqua stated that her presence was only to observe Council activities.

When Council Members were asked to provide question/comment concerning the Chair's Report, Ms. Downey stated that she had received a copy of the email from Gerald Norman (Executive Director, DPT) regarding DPT's responsiveness to Committees' request for staffing and information. Ms. Downey stated that in Mr. Norman's email he wrote that DPT had not had enough time to review the Rescue Muni J, K, L, M and N-Lines recommendations. Ms. Downey voice here disagreement with Mr. Norman statement and commented that it has been a couple of years since the recommendations were submitted.

**5. Staff Report** (Agenda Item 5 – Discussion/Action). Paul Czechowicz (MTA CAC Liaison) stated that Council Members were provided a copy of the Staff Report (attachment to agenda). Mr. Czechowicz stated that in addition to the report, an ordinance was passed in 1999 that required City Departments to prepare an efficiency plan for submission to the Mayor and the Board of Supervisors. The plan would be submitted to the Mayor's Office in October and presented to the Board of Supervisors in November (2003). Muni staff is in the process of preparing the efficiency plan and desires to present the plan to the Council at its October meeting. He commented that the plan involves the merging of some of Proposition E's standards and measures, Short Range Transit Plan (SRTP) items, certain surveys, and the budget.

**Ms. Downey commented that it is hoped that the efficiency plan includes ways to merge DPT and Muni into one Department.** She expressed the opinion that DPT and Muni are still acting as separate departments.

**Mr. Czechowicz stated that he would relay Ms. Downey's comment to appropriate staff. Also, as information becomes available concerning the efficiency plan he would send information to the Council by email/regular post.**

The Secretary pointed out that the September 2003 Special Events Calendar was included as an attachment to Agenda Item 15 – Matrixes, Incoming Correspondence. The Secretary explained that the Incoming Correspondence Matrixes was distributed to Council Members at the beginning of the meeting. The Special Events Calendar is an attachment to the Staff Report.

Mr. Stables stated that he understood that the Staff Report was distributed before the August 28th Metro overhead dewirement incident that significantly affected subway service. **He**

**commented that Station Agents do not frequently make announcements informing the public as to the reason riders are being diverted to other modes of service when delays occur in the Metro and strongly suggested that such announcements are made.**

Mr. Czechowicz explained that the delay happened as the result of the downing of about 200 feet of overhead wire near the crossover at Castro in the outbound direction. He stated that Muni intends to hold an after event meeting to determine the reason for the overhead failure incident and a follow-up to correct the problem would be undertaken. Mr. Czechowicz expressed the opinion that he agreed that announcements informing patrons as to the reason for being diverted from using Metro when failures or delays occur should be frequently made. He commented that beginning next year (2004) Muni intends to totally rewire the electrical overhead in the subway system.

In response to Mr. Ferrario's question concerning the use of the east portal at Castro and Market as an alternative route, i.e., out onto Duboce Avenue, left on Church Street, right on 17<sup>th</sup> Street and back into the Eureka Portal, Peter Straus (Manager, Service Planning) stated that a problem in the configuration of the overhead exist. He stated that when the power is out in Castro power outage occurs at the beginning of "shoefly" - the trackage that exits the Eureka Portal back into the subway. Essentially, because of the location of the dewirement a portion of the "shoefly" that is necessary to connect back into the Twin Peaks Tunnel did not receive power and the portal as an alternative route was not used. Mr. Straus stated that a remedy to the configuration problem is being pursued at the same time as the overhead is replaced as part of the subway's Rewiring Replacement Project.

**Mr. Ferrario requested following Muni's after event meeting that Mr. Straus attend the EMSC meeting, tentatively scheduled for October 16<sup>th</sup>, to provide the Committee an update on the feeder layout for the portal tracks.**

**Mr. Stables requested to know what corrective plans are to be instituted following Muni's after event meeting regarding Station Agents not frequently making announcements informing the public as to the reason riders are being diverted to other modes of service when delays occur in the Metro.**

Mr. Czechowicz stated that there is an announcement procedure plan already in place that was not followed and a review to determine the reason for the plan not being followed has to be determined.

**The Acting Chair agreed to calendar as agenda items for the EMCS meeting, tentatively scheduled for October 16<sup>th</sup>, an update on the feeder layout for the portal tracks and discussion on Station Agents failure to frequently make announcements informing the public as to the reason riders are being diverted to other modes of service when delays occur in the Metro.**

Ms. Hayes and Mr. Oka arrived during the discussion of Agenda Item 5.

**Council-Initiated Items (Discussion/Action)**



**6. Planning & Marketing Committee Meeting (PMC) Recommendations** (Agenda Item 6 - Discussion/Action). The Acting Chair stated that Motion 6a was before the Council for consideration and called for discussion. Mr. Oka stated that he had asked Mr. Planthold to attend today's meeting and provide comment concerning Motion 6a.

Mr. Planthold commented that the use of double-deck buses affects several aspects of accessibility and safety. He mentioned that a current Muni policy is that any new vehicle procurement has two wheelchair securements. He asked if double-deck buses are procured would the buses have four wheelchair securements? Mr. Planthold remarked that discussion pertaining to the use of double-deck buses indicate that such buses would be used on high-volume lines, i.e., Stockton, Geary, Market, Haight, Van Ness. He also articulated concerns regarding what he considered as a passenger behavior problem in which riders tend to congregate at the front of the bus, closest to the fare box, blocking seating designated for seniors and ambulatory disabled, which makes it difficult for wheelchair users to board the bus. Mr. Planthold asked if Muni has plans to strongly encourage (non-disabled) passengers to use the upper deck of double-deck buses? He expressed concern regarding equal access for disabled passengers to the benefits or the aesthetics of having access to double-deck buses upper deck. He suggested that Muni should consider the use of video screens projecting the upper deck view. Mr. Planthold expressed the opinion that Muni needs to make very specific commitments about increasing accessibility, ensuring passengers loads are distributed throughout double-deck buses so that the lower deck seats are easily available for seniors and wheelchair commuters' use.

Mr. Oka expressed his agreement with Mr. Planthold's concerns.

Mr. Straus stated that he had requested that the Council reconsider its recommendation to the SRTP regarding double-deck buses. He commented that the questions Mr. Planthold raised and Mr. Oka repeated in his agreement with Mr. Planthold's were perfectly valid questions. Mr. Straus continued by stating that he believed the questions to be perfectly appropriate and that the Council or the Muni Accessibility Advisory Committee (MAAC) should express such concerns. Mr. Straus remarked that the statement in the SRTP is neither an endorsement of double-deck buses nor an endorsement that Muni should acquire double-deck buses. He affirmed that the statement in the SRTP only indicates that double-deck buses could be an alternative to articulated buses as high-capacity vehicles.

Mr. Straus pointed out that Muni has tested double-deck buses in the past and provided the Secretary a copy of the test report, San Francisco Municipal Railway - Double Deck Bus In-Service Demonstration February 1990 Test (Summary Report - March 17, 1992), for the Council's review. Mr. Straus stated that double-deck buses could solve many of Muni's street space issues, and would also make space available in facilities for parking additional vehicles, if the facilities could be modified to accommodate double-deckers. He stated that this type of vehicle has not traditionally been available to North American market, although a few transit properties have recently acquired them for urban use. Reading an excerpt from an article in a trade journal that documented Victoria's recent acquisition of double-deck buses, Mr. Straus provide the statement, "The answer was obvious, more seats on bigger buses to carry the peak loads, but the usual North American replacement, the 60-foot articulated bus, was too long to



fit on the short blocks of city core Victoria." Mr. Straus expressed the opinion that what would be appropriate is for Mr. Planthold, the Committee (PMC) or the Council to relay the concerns raised as issues to be considered by Muni in regard to acquisition of double-deck buses.

**The Acting Chair called for a vote on Motion 6a, which was seconded by Mr. Oka.**

**Motion 6a: The MTA CAC PMC recommends that its recommendation of July 21 to the MTA CAC, which the Council approved on August 7, 2003, regarding the San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan that "Muni not consider using double-deck buses, New Vehicle Types, Page 74" be reconsidered.**

**Motion 6a carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**Mr. Stables moved the following motion, which was seconded Ms. Vincent:**

**Motion: The MTA CAC recommends that the following be included in the San Francisco Municipal Railway FY2004-2023 Short Range Transit Plan:**

- **Muni only consider using double-deck buses, New Vehicle Types, Page 74, with the advice of the Muni Accessibility Advisory Committee (MAAC) and other affected constituents.**

**Motion carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**The Acting Chair stated that Motion 6b was before the Council. Ms. Downey seconded the motion.**

Mr. Straus explained that the reroute is a minor modification of the southern terminal loop at Cesar Chavez and Mission Streets. The proposal is to move the stop west of Mission to properly allow for the accommodation of two buses. The current stop only allows room for one bus creating layover problems at the north end of the line.

**Motion 6b: The MTA CAC recommends implementing the 27-Bryant Service Line Reroute Proposal.**

**Motion 6b carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**The Acting Chair stated that Motion 6c was before the Council. Mr. Weaver seconded the motion.**

Mr. Straus explained that the proposal is not a formal change of the regular route and would not be presented to the MTAB for action. The proposal would be presented to the MTA Executive Director for approval. The proposal is a means to establish an official detour route for Transit Operators to follow when blockages occur at 47<sup>th</sup> Avenue on the 18 Line and at Silver Terrace on the 54 Line. Muni plans to conduct community outreach and notify ridership that the detours would be in effect for a six-month trial period.

**Motion 6c: The MTA CAC recommends implementing the 18-46<sup>th</sup> Avenue and 54-Felton Service Lines Official Detours and the review process that staff has proposed.**

**Motion 6c carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**7. MTA CAC Draft Amendment to the Rules of Order** (Agenda Item 7 - Discussion/Action). The Acting Chair commented that the draft amendment to the Rules of Order were before the Council (attachment to agenda). Ms. Crowder explained that the proposed amendment to the Council's Rules of Order would allow for other Council Members present at a Committee meeting to be temporary appointed as a Committee Member in event a quorum is not established.

**The Acting Chair stated that the proposed amendment to the Council's Rules of Order (below) was before the Council and called for a vote. Ms. Vincent seconded.**

**Section 11. Pro Tempore Committee Appointments.** If, at the scheduled time and place for a duly noticed meeting of a Committee of the Council, a quorum of the Committee is not present, Pro Tempore Committee Members may be appointed by the Committee Chair to serve in the place of specific absent members. Such appointments shall expire at the adjournment of the meeting or upon the arrival of the replaced member which ever comes first. In the absence of the Committee Chair, the Council Chair may make such pro tempore appointments. If the Council Chair is not present or cannot be reached, the Council Vice-Chair may make such pro tempore appointments. An appointment letter signed by the Council Member making the appointment shall be appended to the minutes before approval. Only current members of the Council physically present at the meeting in question may be appointed.

**Motion to adopt Amendment to MTA CAC Rules of Order, Article 4 – Meetings, Section 11. Pro Tempore Committee Appointments carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**8. Finance & Administration Committee (FAC) Recommendations (August 20, 2003 meeting)** (Agenda Item 8 - Discussion/Action). The Chair stated that Motion 8a was before the Council. During discussion of Motion a, Mr. Czechowicz explained that a variety of



existing fares instruments and cash fare payments would be processed through TransLink for participating Transit Agencies in the Bay Area. He explained that the FAC's intent in recommending Motion 8a was to ensure customers who purchase Muni tokens would be able to use the TransLink Card to purchase token fares and that TransLink would have the functionality to replicate the equivalent of a ten (10) ride token pack. Mr. Ferrario explained that the concept is not a physical token but an electronic token (e-token). He commented that other cities provide similar types of fare instruments. Mr. Straus commented that frequent but non-daily riders are the individuals who mostly use tokens, that tokens are at times somewhat difficult to actually purchase, and TransLink should support such a fare instrument.

**The Acting Chair called for a vote on Motion 8a. Mr. Rolfe seconded the motion.**

**Motion 8a: The MTA CAC recommends that when TransLink is implemented an instrument that replicates the token be included.**

**Motion 8a carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**The Acting Chair stated that Motion 8b was before the Council and called for discussion. Noting no discussion, the Acting Chair called for a vote on Motion 8b, which was seconded by Ms. Downey.**

**Motion 8b: The MTA CAC recommends that operating cost impacts of capital projects be evaluated and projects that reduce operating costs receive higher priority, and that cost/benefit analysis be done as capital projects are considered for funding.**

**Motion 8b carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**9. Operations & Customer Service Committee (OCSC) Recommendations (August 18, 2003 Meeting (Agenda Item 9 - Discussion/Action).** The Chair called on Ms. Downey to present Motions 9a and 9b. Regarding Motion 9a, Ms. Downey explained that it had been brought to the OCSC's attention that Muni patrons were not being properly directed to substitute bus service when disruptions occurred on the Cable Car Lines.

**Motion 9a: The MTA CAC recommends that Cable Car conductors and gripmen be routinely trained to direct passengers to substitution buses when a line is disrupted, and that at least one crew staff at each end of the service disruption, directing passengers to substitute buses and alternate routes.**

**The Acting Chair accepted a minor amendment to Motion 9a submitted by Ms. Hayes in which the word "at" was added between the word "staff" and "each". The Acting**



**Chair then called for a vote on Motion 9a as amended, which was seconded by Mr. Ferrario.**

**Motion 9a carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

Ms. Downey continued by introducing Motion 9b. **Noting no discussion, the Acting Chair called for a vote on Motion 9b, which was seconded by Mr. Ferrario.**

**Motion 9b: The MTA CAC recommends that:**

- 1. Cable Car tickets should be accepted on other bus and streetcar lines.**
- 2. Should a passenger possess a transfer ticket from one of the other lines the passenger should only pay the difference in fare on the Cable Car.**
- 3. Free transfer between Cable Car Lines should be established.**

**Motion 9a carried with 11 yes votes.** Nia Crowder, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver **voted yes**; Daniel Murphy (Chair), Sue Cauthen, **absent**.

**10. Public Comment.** The Chair called for public comment at this time and recognized Tys Sniffen (a member of the North of the Panhandle Neighborhood Association). Mr. Sniffen expressed concern about what he considered a lack of coordination between Muni and DPT during the morning commute, 7:00am to 9:00am, at Carl and Cole Streets. He commented that buses often have to wait in both directions as a result of automobile drivers double-parking along the roadway. He remarked that with better coordination between Muni and DPT at this location, buses would operate more efficiently. Mr. Sniffen communicated the opinion that the San Francisco Police Department (SFPD) has a relationship with churches in the community that allows double-parking on Sunday's. Mr. Sniffen commented that this is also a concern in that the streets become one-lane roadways.

**Mr. Stables departed the meeting at this time.**

**11. Bike Plan Update Presentation** (Agenda Item 10 - Discussion/Action). The Acting Chair extended the Council's thanks to Amy Panella (Community Outreach Coordinator, San Francisco Bike Coalition) in attending the meeting. Ms. Panella provided the Council informational materials on the Bike Plan (attachment). She began her presentation by stating, in developing a citywide Bike Plan the San Francisco Bike Coalition working in conjunction with DPT's Bicycle Program is funded through a grant by the San Francisco County Transportation Authority (TA). Ms. Panella informed the Council of the Coalition's community outreach activities, projects planning process, and design options/standards that affect Muni services. She stated that Muni has actively participated in the projects planning process.

She explained that the intent of the Bicycle Plan is to make cycling safe for everyone. Currently within San Francisco there are thirty miles of bike lanes and about 30,000 cyclists traverse the City daily. The first update to the Bike Plan was completed in 1997. The final update recommendations are to be forwarded to the MTA and Board of Supervisors for approval.

Mr. Oka commented that the bicycle lanes have been a benefit to wheelchair users when illegally parked automobiles obstruct sidewalks.

Citing a three blocks area along Carl Street where the N-Judah Line operates, Ms. Downey's stated that the roadway is only wide enough for two Light Rail Vehicles (LRVs) to transit and bicyclist delay LRV operations, she asked could a ban on cyclist using certain streets be effected? Ms. Panella remarked that the California Vehicle Code 1242 states that a bicyclist actually have the right to take-up a whole lane of traffic. Ms. Panella stated that with the implementation of the Bike Plan safe bicycle routes could be created that do not conflict with rail operations.

Ms. Panella ended the presentation by stating the Council Members can review the Bike Plan designs by going to the Coalition's website – [WWW.SFBIKE.ORG/BIKEPLAN](http://WWW.SFBIKE.ORG/BIKEPLAN).

#### **Committee Reports (Discussion/Action)**

**11. Engineering, Maintenance & Safety Committee (EMSC)** (Agenda Item 11 - Discussion/Action). Ms. Crowder reported that the Committee would continue to hold bi-monthly meetings. Regarding the Council referred public comment item concerning the Church Street Track Switch submitted by Paula Fraser, the Committee held a discussion with both Muni and DPT staff. Ms. Fraser indicated satisfaction in the responsiveness provided by Muni and DPT in addressing her concerns. Ms. Crowder stated that the Committee would receive a follow-up in October vis-à-vis mitigating construction on the Church Street Track and Ms. Fraser would be invited to attend. Also, a final report of the Alternative Fuel Pilot Program (AFPP) would be scheduled for the Committee's October meeting.

The Committee might call a special meeting on September 18<sup>th</sup> or September 24<sup>th</sup> to specifically receive an update on the Construction Budget for the Third Street Light Rail Project before the budget is presented to the TA.

**12. Finance and Administration (FAC)** (Agenda Item 12 - Discussion/Action). No report was given since the Committee Chair was absent.

**13. Operations & Customer Service Committee (OSC)** (Agenda Item 13 – Discussion/Action). Ms. Downey reported that the Committee somewhat discussed the Rescue Muni J, L, M & N Line Recommendations with Peter Straus during its August 18<sup>th</sup> meeting. She remarked that many of the recommendations require a response from DPT. Several agenda items require DPT participation, but DPT staff was unavailable. The Committee intends to discuss at its next meeting, tentatively scheduled for September 15<sup>th</sup>, DPT Parking Control Officers (PCOs) Organization. The Committee did discuss the California Street Cable Car Service Outage at Drumm Street, and Cable Car Fare and Transfer Policy in which the Committee's recommendations were considered under Council's Agenda Item 9.



14. **Planning & Marketing Committee (PMC)** (Agenda Item 14 - Discussion/Action). Mr. Oka reported that the Marc Caposino (Marketing Director, Community and Public Relations [Muni]) presented the Committee a detailed presentation on the Public Information Campaign that addressed the Muni fare increase and associated marketing, i.e., television commercials, flyers, posters, etc. Mr. Oka commented that the marketing products were quite impressive, and that Muni and its Marketing Staff should be commended considering current budgetary constraints.

Mr. Oka commented that the marketing campaign also addressed safety issues, particularly the issue of parents boarding Muni vehicles with infant remaining in strollers/baby carriages.

**The Chair again thanked Ms. Fuqua for attending the meeting. Ms. Crowder stated that in having one source contact within DPT would be very helpful in relaying Council/Committee concerns and assisting in directing responses.**

15. **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** (Agenda Item 15 – Discussion/Action). Council Members gave no comments concerning this item.

17. **Council Members' Questions and Comments** (Agenda Item 17 – Discussion/Action).

Mr. Rolfe referred to Council's Agenda Item 10 – Bike Plan Update Presentation. He suggested that the PMC or the OCSC should consider discussing:

- Transit/bus lanes should be paved with their own special colored pavement to discouraged automobile drives for driving in the transit lanes.
- The use of the "diamond symbol" as a transit lane marker conflicts with the same use of the "diamond symbol" on highways to indicated carpool lanes. A separate designation symbol such as the letter "T" in a circle or the letter "T" enclosed in an upside-down "triangle" should be used to identify transit/bus lanes.

Mr. Rolfe stated that the PMC or OCSC could calendar the suggested topics for the Committees September meeting or defer suggested topics to October at which time he would be available to attend either Committee's meeting.

Ms. Downey commented that Mr. Sniffen's concerns should be referred to committee. She stated that the OCSC had previously held discussions regarding Street Inspectors operations. Ms. Downey commented that specifically at the intersection of Carl and Cole Streets, moving vans/delivery vehicles frequently obstruct Muni vehicles and inspectors do not cite violators. The Acting Chair stated that the issued is an item that falls between both the PMC and OCSC. The Acting Chair suggested that the issue should be split between the committees or that one committee calendar this issue. Mr. Oka (PMC Chair) agreed to calendar the item for discussion at the PMC's September 15<sup>th</sup> meeting. The Acting Chair instructed the Secretary to ensure that Mr. Sniffen was provided a copy of the Committee's agenda and invited to attend.

Mr. Oka commented that in the Richmond District around 16<sup>th</sup>/17<sup>th</sup> and Geary Boulevard near Clement Street, automobiles are still parking parallel on the sidewalks and causing damage to



the sidewalks. He stated that he has constantly called and spoken to DPT PCOs requesting that vehicles be tagged, however, nothing is being done.

Ms. Downey suggested that Mr. Oka attend the OCSC meeting of September 15<sup>th</sup> in which the Committee has agendized DPT Parking Control Officers (PCOs) Organization.

Ms. Vincent commented that at Newhall and Third Streets on Palou Avenue, the issue concerning sidewalk parking has existed every since she was appointed a member of the Council.

Ms. Fuqua commented that from time-to-time the sidewalk parking issued has been a topic of discussion. She stated that James Howard (Deputy Director of Enforcement [DPT]) would represent DPT at the OCSC meeting scheduled for September 15<sup>th</sup> and this would be a good meeting to attend in which Council Members would receive personal feedback regarding parking enforcement concerns.

Ms. Hayes announced that the Bayview Hunters Point Annual Third Street Fair was held and over 100 survey forms were collected concerning choosing a call letter for the Third Street Light Rail service line. She commented that the survey provided three options (H-Line for Hunters Point, T-Line for Third Street and an Other category). The majority of surveys returned thus far indicate an interest in a T-Line call letter designation.

In response to Ms. Hayes' question as to who should receive the survey information once it is finalized, Mr. Czechowicz stated that the information should be sent to him. Mr. Czechowicz stated that he would ensure that both Michael Burns (MTA Executive Director) and Peter Straus would receive the information.

Ms. Vincent expressed the opinion that that a T-Line call letter designation would be suitable because Third Street proceeds from SOMA through Potrero, Bayview Hunters Point and Visitacion Valley.

**17. MTA CAC Agenda Planning** (Agenda Item 17 – Discussion/Action). Mr. Ferrario commented that the facilities listed under Agenda Item 17 are just suggested facilities to visit. No final plans have been made specifying a specific date and time.

In response to Mr. Cimento's question concerning the viewing of the 2003 Sunshine Laws training tape, Mr. Czechowicz stated that copies of the tapes would be distributed to Council Members to view.

**18. Adjournment.** The Chair adjourned the meeting at 7:10pm.

**Attachments:**

- Agenda Item 4 - Report of the Chair (Daniel Murphy email of Tuesday, September 2, 2003, 9:14PM)
- Agenda Item 6 - San Francisco Municipal Railway – Double Deck Bus In-Service Demonstration February 1990 Test (Summary Report – March 17, 1992)
- Agenda Item 7 - Proposed Amendment to The MTA CAC Rules of Order

- Agenda Item 10 - The San Francisco Bike Network – Linking Every Neighborhood  
SF Bike Plan Update – Info Guide  
SF Bike Plan Update – frequently asked questions



**City & County of San Francisco**  
**Municipal Transportation Agency**  
**Citizens' Advisory Council (CAC)**

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**Notice Regular Meeting and Agenda**  
**Thursday, October 2, 2003 at 5:30pm**  
**401 Van Ness Avenue, Room 334 (Conference Room 335)**  
**San Francisco, California**

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes,  
Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Steve Ferrario, Bruce Oka, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

**Planning & Marketing Committee (PMC)**

Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

**NOTES:**

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The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council**  
**401 Van Ness Avenue Room 334 – San Francisco, CA 94102-4524**  
**☎(415) 554-6873 FAX (415) 554-4103**





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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, October 2, 2003 at 5:30pm**

**401 Van Ness Avenue, Room 334 (Conference Room 335)**

**San Francisco, California**

<b>Item Number/Item</b>	<b>Estimated Time</b>
-------------------------	-----------------------

- |  |      |
|--|------|
| 1. <b>Call to Order/Roll Call</b>  | 5:30 |
| 2. <b>Public Comment</b>   | 5:32 |
| 3. <b>Adopt Minutes of September 4, 2003</b> (Discussion/Action)<br>[Attachment]                   | 5:34 |
| 4. <b>Report of the Chair</b> (Discussion/Action)  | 5:36 |
| 5. <b>Staff Report</b> (Discussion/Action) [Attachment]<br>Paul Czechowicz (MTA CAC Staff Liaison) | 5:41 |

**Staff-Initiated Items** (Discussion/Action)

- |  |      |
|--|------|
| 6. <b>Efficiency and Performance Report</b> [Attachment]<br>Shannon Gaffney (Principal Administrative Analyst) | 5:46 |
|--|------|

**Council-Initiated Items** (Discussion/Action)

- |   |      |
|---|------|
| 7. <b>37-Corbett Service Quality</b> [Attachment]<br>Steve Ferrario (MTA CAC Member)  | 6:10 |
| 8. <b>Operations &amp; Customer Service Committee (OCSC)<br/>Recommendation (September 15, 2003 Meeting)</b><br>(Joan Downey, Chair OCSC) | 6:20 |

**Motion a:** Whereas sidewalk parking, bus zone parking, double parking, white zone parking, and other violations occur too frequently, the MTA CAC recommends that the DPT consider combining the 587/588 Residential Parking Permit, and General Enforcement groups in order to provide more comprehensive rather than violation-based enforcement. The MTA CAC further recommends that the DPT increase the number of PCOs for general enforcement, which would not require additional net expenditure given that PCOs are net revenue-generating. The MTA CAC further recommends that the Board of Supervisors increase the sidewalk parking fine to



**\$100 in January, and directs the CAC Chair to communicate same to the Board of Supervisors.**

**Motion b:** The MTA CAC recommends that, when Muni or DPT staff is forming a task force about an issue that affects customers, that the Council be notified and have the opportunity to appoint a member to attend that task force's meeting.

**Motion c:** The MTA CAC recommends that the no-parking alternative for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39 Coit reliability.

#### **Committee Reports (Discussion/Action)**

9. **Engineering, Maintenance & Safety Committee (EMSC)** 6:40  
(Nia Crowder, EMSC Chair)

**Last meeting held:** August 21, 2003.

**Items discussed:** Church Street Track Switch; Traffic Management System/Ocean Avenue Project Signalization; Traffic Signalization System at St. Francis Circle; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway Central Offices; Alternative Fuel Pilot Program (AFPP) Update; Revision to DPT Sidewalk/Driveway Violation Flyer; Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written.

**Tentatively Scheduled Next regular meeting:** Thursday, October 16, 2003, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.

#### **Pending Topics for Discussion:**

**October 2003** - Church Street Track Switch (Follow-up); August 28<sup>th</sup> Metro Overhead Dewirement Incident Follow-up/Station Agents Failure to Make Announcement When Service Delays Occur; Third Street Light Rail Update - (Construction Budget Presentation to San Francisco County Transit Authority Citizens Advisory Committee (TA CAC); Work Stoppage; Community Concerns Regarding Outreach/Contracting Issues (Minority Contracting); Use of Community Based Organizations (CBO) as First Source Hiring Point/Rotating Pools); Sectionalization of Overhead for Metro Subway Service; All Future Diesel to Trolley Conversions Include Consideration of Undergrounding Overhead Utility Wires Along the Entire Route; Revision to DPT Sidewalk/Driveway Violation Flyer (Continued); Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written; Revision of DPT Sidewalk/Driveway Violation Flyer (Continued).

**November 2003** – Breda Engineering Modifications/Design Repair Plan Update.

**December 2003** – Third Street Light Rail Update.



**January 2004** – Alternative Fuel Pilot Program (AFPP) Update – Procurement Specification; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway (Muni) Central Offices

**Quarterly/Bimonthly Updates:** Alternative Fuel Pilot Program (AFPP); Third Street Light Rail Project; N-Judah; Municipal Railways Headquarters.

**Potential Discussion Topics:** Report on Central Subway; Bus Rapid Transit (BRT) (Geary); T3 Presentation to the Council and MTA CAC Interaction; Steps Concerning Muni's Vision Plan Implementation; Ocean Avenue Traffic Alignment Plans; Muni's Input Into the Spending Plan for Proposition B Reauthorization.

10. **Finance and Administration (FAC)** 6:45  
(Daniel Murphy, FAC Chair)

**Last meeting held:** August 20, 2003.

**Items discussed:** Translink "e-token" Policy; Shortfall in Capital Budget Over Coming 20 Years; Vehicle Maintenance System/Materials Management System.

**Tentatively Scheduled Next regular meeting:** Wednesday, October 15, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Pending Items for Discussion:**

**October 2003** – BART Plus Agreement; Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and Discontinued Disabled "D" Magnetic Pass; Maintenance Budget Overview.

**Deferred Topics of Cancelled September 17, 2003 Meeting** – Insurance Overview, Risk Management, and Effect of Proposition E (Deferred); Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget; Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and the Discontinued Disabled "D" Magnetic Pass.

**Deferred Topics from October 2003 Tentative Topic Calendar:** Transit Impact Development Fee (TIDF)/Soma Service Follow-up; Municipal Railway Improvement Fund (MIF).

**Follow-up Items:** Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions.

11. **Operations & Customer Service Committee (OCSC)** 6:50  
(Formerly Service Reliability and Quality [SRQC])  
(Joan Downey, OCSC Chair)

**Last meeting held:** September 15, 2003.

**Items discussed:** DPT Parking Control Officers (PCOs) Organization; 39 Coit Service Improvement Follow-up; Passenger Service Report (PSR) Quarterly Update; Participation of Committee Members on Task Forces.

**Tentatively Scheduled Next regular meeting:** Monday, October 20, 2003, 401 Van Ness, Room 308 (Conference Room 312), 3:00 PM.

**Pending Items for Discussion:**

**October 2003** – Bus Cleaning; Muni Wayside Fare Collection System (Fare Gates); Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Mr. Ferrario]).

**Follow-up Items:** 39 - Coit Service Improvement; Passenger Service Report (PSR); Rescue Muni J, L, M & N Lines Recommendations; Cable Car; Service Standards.

12. **Planning & Marketing Committee (PMC)** 6:55  
(Formerly Service Design & Marketing [SDMC])  
(Bruce Oka, PMC Chair)

**Last meeting held:** August 18, 2003.

**Items discussed:** Public Information Campaign; 27-Bryant Service Line Reroute Proposal; 18 – 46<sup>th</sup> Avenue and 54 – Felton Service Lines Official Detours; 29 – Sunset and 82X – Presidio & Wharves Express Route Services Lines Changes; San Francisco Municipal Railway FY2004-FY2023 Short Range Transit Plan (SRTP).

**Tentatively Scheduled Next regular meeting:** Monday, October 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:30 PM.

**Pending Item for Discussion:**

**October - 29** – Sunset and 82X – Presidio & Wharves Express Route Services Lines Changes (Deferred)

13. **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** [Attachments] (Discussion/Action) 7:00
14. **Council Members' Questions and Comments** (Discussion/Action) 7:05
15. **MTA CAC Agenda Planning** (Discussion/Action) 7:10  
Facilities Tour (Vehicle Maintenance System/Materials Management System [VMS/MMS – January 2004], Department of Parking and Traffic Control Center)
16. **Adjournment** 7:30

Attachments:

Agenda Item 3 –

Draft MTA CAC Minutes of September 4, 2003

Agenda Item 5 –

Monthly Staff Report of October 2, 2003

Agenda Item 6 –

Chapter 88 Performance and Review Ordinance of 1999

Agenda Item 7 –

Mr. Richard C. Webster letter of September 22, 2003 (Re: San Francisco Municipal Railway Service – The 37 Corbett Line)

Agenda Item 13 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence







**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

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**FINAL MINUTES  
of  
Regular Meeting**

DEC 15 2003

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**Thursday, October 2, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (Chair) called the meeting to order at 5:38 p.m.

**MTA CAC Members Present at Roll Call:** Daniel Murphy (Chair), Nia Crowder (Vice Chair), Art Cimento, Joan Downey; Steve Ferrario; Bruce Oka; Cesar Perez; Norman Rolfe; Linton Stables; Daniel Weaver.

**MTA CAC Members Arrived After Roll Call:** Sue Cauthen (5:38 p.m.), Ellen Hayes (5:45 p.m.).

**MTA CAC Members Absent:** Dorris Vincent.

**San Francisco Municipal Railway (Muni) Staff Present:** Deborah Denison, (Acting, MTA CAC Liaison), Jim Kelly (Senior Operations Manager, Operations), Larry Garnes (Superintendent, Woods Division), Shannon Gaffney (Principal Administrative Analyst), Virginia Richardson (Acting, Council Secretary).

**Department of Parking and Traffic (DPT) Staff Present:** Gerald Norman (Director, DPT), Lorraine Fuqua (DPT MTA CAC Staff Liaison).

2. **Public Comment** (Agenda Item 2). The Chair requested that public comment be provide regarding any items within the scope of the Council's jurisdiction but not on the agenda. No public comment was given at this time. Mr. Murphy stated that Ms. Cauthen notified the Chair that she would be in attendance at today's meeting but would be arrive late.

3. **Adopt Minutes of September 4, 2003** (Agenda Item 3 – Discussion/Action). Linton Stables moved the following motion, which was seconded by Bruce Oka:

**Motion To Adopt: The Draft Minutes of the MTA CAC Regular Meeting of September 4, 2003 be accepted.**

**The motion to adopt carried with 10 yes votes.** Daniel Murphy, Nia Crowder, Art Cimento, Joan Downey; Steve Ferrario; Bruce Oka; Cesar Perez; Norman Rolfe; Linton Stables; Daniel Weaver voted **yes**; Sue Cauthen, Ellen Hayes, Dorris Vincent **absent**.



4. **Report of the Chair** (Agenda Item 4 – Discussion/Action). The Chair reported that Virginia Richardson would serve as Acting Council Secretary since Vincent Dunlap (MTA CAC Secretary) was absent due to surgery. He also stated that:

- Four (4) copies of the Sunshine Ordinance training videos are available checkout for CAC members to view. The four videos will be rotated to all CAC members who did not attend the Sunshine Ordinance training. Members who have completed the training would not need to view the tape.
- CAC Committee Chairs should send their agenda to Deborah Denison, (Acting, MTA CAC Liaison) via email.
- CAC members should provide the Chair feedback on the Department of Parking & Traffic's (DPT) Budget, i.e., policy implications, changes, etc.

**Mr. Murphy introduced Gerald Norman (Director, Department of Parking & Traffic [DPT]).**

Mr. Norman informed the Council of his background as an Attorney having worked in both the District and City Attorney's Offices. He commented that he had been with DPT since October and that the Department's staffing consists of about 780 employees assigned within five (5) Divisions.

He stated that the Chair requested that he brief the Council on the Board of Supervisors' action regarding the motorcycle resolution. Mr. Norman remarked that Supervisor Daly introduced a fairly substantial amendment to Supervisor Gonzalez' initial resolution. The amendment basically asked that DPT continue the policies and practices that the Department had previously prioritized. He expressed the opinion that during the Board of Supervisors' debate, there was a significant feeling that the sidewalk-parking issue should be addressed in a manner that is consistent with the lack of parking in San Francisco. Aware of the Council's, as well as, many neighborhoods and groups' concerns regarding the sidewalk-parking issue, Mr. Norman stated that the sidewalk parking policy, as based on the goals of the Board of Supervisors and the limitations of DPT's Staff, has been given a priority in which DPT responds to sidewalk-parking complaints that are received by telephone in the Department. He stated that the Department's goal is a response time of thirty minutes and that the Department has been fairly consistent in meeting its goal.

Mr. Norman remarked he is aware of a large group of organizations and citizens that desire that DPT customarily enforce sidewalk-parking laws rather than enforce sidewalk-parking violations mostly on a complaint basis. He expressed the view that before there is a resolution much more would have to be done including some response from the City Attorney concerning the City's potential liability that emerges from the current policy.



Mr. Norman explained that the Enforcement Division routinely handles sidewalk-parking complaints and that 30-40% of the complaints are resolved before the enforcement officer arrives - finding the vehicle had been moved. A typical problem with telephoned sidewalk-parking complaints is the ability for someone in the neighborhood to harass a neighbor. He commented that State Laws are very specific unless there is some legitimate issue concerning right-of-ways, i.e., emergencies; parking on the sidewalk is strictly forbidden. Mr. Norman commented that enforcement is difficult due to the number of contradicting/ contravening policies. He expressed the opinion that with the Council's assistance a better sidewalk-parking enforcement policy might be developed.

He stated that discussions are occurring regarding a regional enforcement policy in which Parking Control Officers (PCOs) would be assigned to enforce policy in a region instead of being assigned to a specific beat. A study of individual PCOs performance by beat is currently taking place. Data would be collected for approximately two months and analyzed to determine if resources should be shifted or augmented. He explained that based on the provisions of Proposition E, baseball has been deemed as one of DPT's baseline services. During baseball season, 26 PCOs and four (4) supervisors are assigned to baseball and are released back to enforcement duties at the conclusion of the season.

Mr. Norman pointed out other initiatives begun by DPT as follows:

- **1380 Howard Street – Residential Parking Permits (RPP).** Implemented a locked box system whereby citizens can mail reapplications for RPPs directly to a central location where actual processing of applications takes place inside a contracted bank, eliminating clerks' involvement in clearing checks.
- **Finding a new location for the Department's operations.**

Mr. Norman encouraged Council Members to contact Lorraine Fuqua (DPT MTA CAC Staff Liaison) in organizing tours of DPT facilities, i.e., Operation, Citation, Administration or any of the Garages.

In closing, Mr. Norman stated that Ms. Fuqua had been assigned as a permanent liaison to the Council regarding DPT concerns.

5. **Staff Report** (Agenda Item 5 – Discussion/Action). Ms. Denison advised the Council that she was serving as Acting, MTA CAC Liaison for Paul Czechowicz (MTA CAC Liaison). She stated that the Staff Report was provided as an attachment to the agenda. Copies of the October 2003 Special Events Calendar was provided to Council Members as an attachment to the Staff Report (attachment).

**The Chair advised the Council of a reorder of the Agenda and called for Agenda Item 7 before Agenda Item 6.**

6. **37-Corbett Service Quality** (Agenda Item 7 – Discussion/Action). Jim Kelly (Senior Operations Manager, Operations) introduced Larry Garnes (Superintendent, Woods Division). Mr. Kelly referenced the attachment to Agenda Item 7 and remarked that numerous emails had also been received from residents concerning the 37-Corbett. Mr. Kelly stated that all runs on the 37-Line were recently identified as a "must go line" in which all runs would have to be filled. He explained that delays occurred as the result of three afternoon runs garage departures (travel time) that were not adequate enough for vehicles to start revenue service as scheduled. Fifteen (15) minutes was added to the vehicles travel time, which should allow the vehicles to start at the correct point on the line.

Mr. Kelly stated that the Schedules Department is currently working on a new schedule that should address many of the deficiencies affecting the 37-Line. He explained the practice of assigning buses to the 37-Line from other service lines and the potential for buses arriving late to begin service on the 37-Line. Mr. Kelly explained that Schedules is developing a schedule that identifies coaches specifically dedicated to serve the 37-Corbett Line. Because of the terrain in the Twin Peaks area a 40-foot coach cannot operate on the 37-Line. Should a coach need to go out of service on the 37-Line a standby 30-foot coach at Woods Division has been identified. He remarked that an operator from the 48-Quintara - 24TH Street Line would operate the reserved vehicle to fill service gaps as necessary. A dedicated inspector has been assigned during the morning (am) and evening (pm) rush hours to monitor service. He commented that no complaints have been received from residents using the 37-Line since changes were effected.

Ms. Downey commented that she was pleased to hear that service has improved. However, she expressed concern that service to other bus lines would be reduced. Mr. Kelly stated that there would be no runs taken from somewhere else. He commented that Fred Stephens (General Manager, Muni) made it clear that an operator would not be assigned from another line to operate a bus on the 37-Line, sacrificing service somewhere else.

Mr. Weaver inquired as to Muni being aware of any serious service problems with the 37-Line before the Council having forwarded Mr. Webster's letter. Mr. Kelly responded that Muni was not aware of any serious problems, however the letter contributed to bring this issue to the attention of Mr. Stephens. He commented that Mr. Stephens convened a meeting directing that the deficiencies in the 37-Line be identified with an immediate solution.

Larry Garnes (Superintendent, Woods Division) advised the Council that there were budgetary constraints that have affected service. He commented that Staff is proposing a long-term solution to rectify service deficiencies with cost estimated at \$175,000; \$250,000 were a dedicated inspector assigned. Mr. Garnes briefed the Council on the inherent problems in operating the line as a result of its long and short



operating routes, and the significant impact an out of service vehicle has on headway times.

In response to Mr. Rolfe's question of a budget item for an additional coach on the line, Mr. Kelly explained that the attempt is to have all buses on the line operate to the long end of the route. He explained that when a line has two inherently different terminus locations and a bus is missing in service the headway doubles to the opposite end. Mr. Kelly stated that the preliminary estimates in adding an extra coach over a year would cost \$103,000 to maintain the current headways. He commended that the headways would not increase with added service and would remain the same.

Mr. Ferrario inquired as to a written response to Mr. Webster's letter (attachment to Agenda Item 7). Mr. Kelly stated that Mr. Stephens sent a single email response to every complainant who had sent an email complaining about the 37-Corbett's quality of service.

**The Chair requested that Ms. Dennison email to Council Members a copy of Mr. Stephens' email response sent to complainants who sent an email regarding the 37-Corbett Line quality of service. The Chair recommended that the Council's Operations & Customer Service Committee (OCSC) should calendar this item should further issues regarding the 37-Corbett's quality of service are brought to the attention of the Council.**

**7. Efficiency and Performance Report** (Agenda Item 6 – Discussion/Action). Shannon Gaffney (Principal Administrative Analyst) stated that copies of the report had been provided to Council Members (attachment to Agenda). She explained that the efficiency plan was a requirement by the Board of Supervisors passed through an ordinance in 1999. The ordinance designed the format of the report. The report is a compilation of information taken from a variety of sources such as the Short Range Transit Plan (SRTP), Quarterly Report on Service Standards and other documents prepared by Muni Staff of which the Council has reviewed. Ms. Gaffney apologized for the delay in distributing the report to the Council and stated she would answer any questions Council Members might have.

Mr. Weaver commented that the report's data appears to use performance data to address concerns in developing an efficiency plan and asked how are the two connected. Ms. Gaffney expressed the view that having read the information in the ordinance and interpreting the Board of Supervisors intent as expressed in the plan, the report is a means for Departments to have a strategic vision, develop and comply with performance standards and evaluations in identifying and meeting customers needs.

**The Chair stated that since the Council had not had ample time to review the report, he would calendar this item as a topic for the Council's Finance & Administration Committee (FAC).**



**8. Operations & Customer Service Committee (OCSC) Recommendation (September 15, 2003 meeting)** (Agenda Item 8 – Discussion/Action). The Chair asked that Ms. Downey introduce Motion 8a. Ms. Downey began by stated that a number of the Committee Members have expressed their displeasure with the enforcement of sidewalk-parking violations occurring in their neighborhoods. She briefed the Council on the Committee's meeting with James Howard (Deputy Director of Enforcement [DPT]) during the OCSC's meeting of September 15th.

**Ms. Downey presented Motion 8a, which was before the Council as follows:**

**Motion 8a: Whereas sidewalk parking, bus zone parking, double parking, white zone parking, and other violations occur too frequently, the MTA CAC recommends that the DPT consider combining the 587/588 Residential Parking Permit, and General Enforcement groups in order to provide more comprehensive rather than violation-based enforcement. The MTA CAC further recommends that the DPT increase the number of PCOs for general enforcement, which would not require additional net expenditure given that PCOs are net revenue generating. The MTA CAC further recommends that the Board of Supervisors increase the sidewalk parking fine to \$100 in January, and directs the CAC Chair to communicate same to the Board of Supervisors.**

In response to Mr. Murphy's question regarding 587/588 and Residential Parking being two separate enforcement groups, Mr. Norman explained that 587 is driveway enforcement that does not require towing and the 588 is driveway tow. **The Chair suggested that a comma be inserted between 587 and 588, and before Residential Parking.**

Ms. Downey remarked that General Enforcement monitors parking meters and sidewalk-parking enforcement was separate from regular PCOs functions.

Mr. Norman commented that in regards to the funding of PCOs, it is true PCOs write citations that have a dollar value that far exceed PCOs' salaries and benefits. However, revenue from citations is earmarked for the Municipal Railway. DPT does not have any share of the revenue for funding other functions.

**The Chair called for a discussion of Motion 8a.**

Responding to Ms. Crowder's question regarding current sidewalk-parking violation fine rate, Mr. Murphy responded that the current fine is \$75.00. **Ms. Crowder suggested that the last sentence to Motion 8a include the MTAB and be change to read " The MTA CAC further recommends that the MTAB and the Board of Supervisors increase the sidewalk parking fine to \$100 in January, and**

**directs the CAC Chair to communicate same to the Board of Supervisors."**

Ms. Downey explained that increasing the fine is a Supervisor's function.

Mr. Murphy explained that there is a State cap of \$100.00 on sidewalk-parking violation fines. Mr. Norman commented that when the Board of Supervisors increased fines earlier this year a resolution was passed to target an increase in sidewalk-parking violations fines to \$100.00 in January (2004). The ordinance that controls sidewalk-parking violations fines is currently set at \$75.00. Mr. Norman stated that DPT has developed an initiative to increase the ordinance to \$100.00 should the Board of Supervisors desire.

Ms. Crowder expressed agreement in recommending combining the PCOs' functions.

Ms. Downey commented that the reasons for the recommendation are that:

- Residents should not have to contact DPT in order to have sidewalk-parking enforcement carried out.
- Accessibility is a main principle of the sidewalk-parking enforcement issue.
- Esthetically, City sidewalks should not become parking lots.

Mr. Norman reiterated that the priority for sidewalk-parking enforcement had been established years ago as a complaint based enforcement which is a policy that is subject to some debate in the Board of Supervisors. DPT is considering changing PCOs deployments to a regional based deployment in contiguous areas for enforcement of all violations and that PCOs would not be assigned to specific functions. Based on a computer program upgrade, data is being collected to study individual PCOs performance to determine areas where regional enforcement would be more effective. He stated that based on his conversations with Mr. Howard and other DPT enforcement personnel, no directive has been received to change the current enforcement priority policy.

Responding to Ms. Downey's question as to whom the directive would come from, Mr. Norman suggested that meetings of the Board of Supervisors, the MTA, and relevant citizens groups, i.e., homeowners, the disabled, etc., should be considered.

Mr. Murphy expressed the opinion that under Proposition E the MTA Board has jurisdiction to make the change in enforcement policy without the Board of Supervisors having to consider this matter.

Ms. Downey stated that there is currently a law that states that it is illegal to park vehicles on the sidewalks and DPT is a law enforcement agency. She asked, "Why a directive would be needed to enforce sidewalk-parking violations?" Mr. Norman stated that the Department has set enforcement priorities and the priority on sidewalk-parking enforcement relates to actual complaints, as DPT is currently deployed.



Mr. Cimento asked, as a point of clarification, if a Residential Parking PCO observes a sidewalk-parking violation while performing his duties, is the Residential Parking PCO under instruction not to ticket that individual violation? Mr. Norman responded, based on current deployment standards, the Residential Parking PCO is to respond to only Residential Parking Permit enforcement.

Mr. Rolfe and Mr. Cimento agreed that PCOs should be assigned to beats and enforce any parking violation.

**Mr. Weaver suggested that DPT should have only one telephone number for residents to use to report parking violations instead of the current use of different numbers to report specific violations.**

**Mr. Weaver suggested that DPT should begin a public service campaign to education automobile drivers about pedestrians, children, and transit users' need for sidewalk access.**

Mr. Oka commented that many in the disabled and senior community are totally against any obstruction limiting access to City sidewalks. He remarked that Mr. Howard had attended meetings of the Muni Accessibility Advisory Committee (MAAC) and the Council's (former) Safety, Training & Accessibility Committee (STAC) and informed members that PCOs patrolling the neighborhoods could be asked by residents to ticket any vehicle in violation of sidewalk-parking enforcement and that the PCOs should issue citations, appropriately.

Ms. Downey commented that as far as community consensus, both the Height Ashbury Neighborhood Council and the Cole Valley Improvement Associations agree with neighborhood sidewalk-parking violation enforcement and wrote a letter over a year ago asking DPT for enforcement in the neighborhood.

Ms. Crowder stated that on behalf of the residents of Presidio Heights a letter was written asking for enforcement of all sidewalks-parking violations as well.

**Ms. Crowder suggested deleting the wording from the second to the last sentence of the motion, "which would not require additional net expenditure given that PCOs are net revenue generating."**

Mr. Norman was excused in that the Council had no further questions.

**Mr. Stables moved to Call the Question. Noting no objections, the Chair called for a vote on Motion 8a as discussed and amended.**



**Amended Motion 8a:** Whereas sidewalk parking, bus zone parking, double parking, white zone parking and other violations occur too frequently, the MTA CAC recommends that the DPT consider combining the 587/588, Residential Parking Permit, and General Enforcement groups in order to provide more comprehensive rather than violation-based enforcement. The MTA CAC further recommends that the DPT increase the number of PCOs for general enforcement. The MTA CAC further recommends that the Board of Supervisors increase the sidewalk parking fine to \$100 in January, and directs the CAC Chair to communicate same to the Board of Supervisors.

**The Amended Motion 8a carried with 12 yes votes.** Daniel Murphy, Nia Crowder, Art Cimento, Joan Downey; Steve Ferrario; Bruce Oka; Cesar Perez; Norman Rolfe; Linton Stables; Daniel Weaver, Sue Cauthen, Ellen Hayes voted **yes**; Dorris Vincent **absent**.

**The Chair called for Motion 8b.**

**Ms. Downey presented Motion 8b, which was before the Council as follows:**

**Motion 8b:** The MTA CAC recommends that, when Muni or DPT staff is forming a task force about an issue that affects customers, that the Council be notified and have the opportunity to appoint a member to attend that task force's meeting.

Ms. Downey stated that recently the Muni Wayside Fare Collection System Task Force on fare gates met. She expressed the view that the Council should have had the opportunity to participate on the task force since the issue concerning fare gates directly affects Muni customers.

**The Chair called for discussion of Motion 8b.**

Mr. Cimento stated, being unaware of the number of task forces and frequency of meetings, he asked if Muni and DPT were supportive of having CAC Members participate in these task forces? Ms. Denison and Ms. Fuqua stated that both Muni and DPT support the Council's participation.

**Noting no further discussion, the Chair called for a vote on Motion 8b.**

**Motion 8a carried with 12 yes votes.** Daniel Murphy, Nia Crowder, Art Cimento, Joan Downey; Steve Ferrario; Bruce Oka; Cesar Perez; Norman Rolfe; Linton Stables; Daniel Weaver, Sue Cauthen, Ellen Hayes voted **yes**; Dorris Vincent **absent**.

**Ms. Crowder suggested that during the Council's Chair meeting with the Executive Director, the Chair should inquire as to the convening of any task forces and report findings to the Council. The Chair agreed. The Chair called for Motion 8c.**

**Ms. Downey presented Motion 8c, which was before the Council as follows:  
Motion 8c: The MTA CAC recommends that the no-parking alternative for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39-Coit reliability.**

Ms. Downey explained that currently at Coit Tower there is a short-term parking issue. Especially during the summer months, a traffic backup of about 40 automobiles attempting to ascend Telegraph Hill Boulevard to visit the tower impedes the 39-Coit bus. She stated that the OCSC has held discussion with the Telegraph Hill Dwellers Task Forces and as a solution all parking be removed from the top of Telegraph Hill and a turnaround with a plaza be constructed. She commented that it was the Committee's opinion that the 39-Coit could be rerouted via Pier 39 making it accessible for tourist and residents alike.

Ms. Fuqua advised the Council that DPT had prepared and sent a written response just prior to her arrival to the meeting. She explained that the area the Council is concerned about falls under the heading of public streets and parking cannot be prohibited on public streets. Ms. Fuqua stated that she understood that DPT suggested an alternative to the recommendation, but was not aware of the specifics.

**Ms. Fuqua requested that Council continue Motion 8c until the Council receives a copy DPT's response.**

Mr. Ferrario commented that he understood the traffic issue concerning Telegraph Hill Boulevard's approach up to Coit Tower. He stated that paratranist users may not always be able to ride the 39-Coit and his concern was that some disabled parking would need to be available.

**Mr. Weaver moved the following motion, which was seconded by Mr. Stables:  
Motion to Continue: Motions 8c be continued to the Council's December meeting.**

**Noting no further discussion, the Chair called for a vote on the Motion to Continue.**

**Motion to Continue Motion 8c carried with 11 yes votes.** Daniel Murphy, Nia Crowder, Art Cimento, Steve Ferrario; Bruce Oka; Cesar Perez; Norman Rolfe; Linton Stables; Daniel Weaver, Sue Cauthen, Ellen Hayes voted **yes**; Joan Downey voted **no**; Dorris Vincent **absent**.



**9. Engineering, Maintenance and Safety Committee (EMSC)** (Agenda Item 9 – Discussion/Action). Ms. Crowder (Chair, EMSC) reported that the last meeting of the Committee was in August. Ms. Paula Fraser (San Francisco Resident) attended and expressed her pleasure in the response from the Council, the Committee and Muni's Staff regarding her concerns about the Church Street Track Switch. The Committee plans to discuss the following at its next meeting tentatively scheduled for October 16, 2003, 1145 Market Street, 6th Floor (Main Conference Room), 4:00pm:

- Church Street Track Switch Follow-up.
- Contract Mitigation Issues Concerning the Third Street Light Rail Project.
- Revision to DPT Sidewalk/Driveway Violation Flyer.
- Third Street Light Rail Project Update (Budget).
- Alternative Fuel Pilot Program (AFPP) Update (Final Report).

**10. Finance and Administration Committee (FAC)** (Agenda Item 10 – Discussion/Action). Mr. Murphy (Chair, FAC) Daniel Murphy reported that the Committee did not meet in September; therefore, all of the agenda items would be calendar for its October meeting. The Committee intends to identify budget discussion items and schedule for discussion at its next meeting.

**11. Operations and Customer Service Committee (OCSC)** (Agenda Item 11 – Discussion/Action). Ms. Downey (Chair OCSC) reported that the Passenger Service Report (PSR) Quarterly Update had been deferred in that PSR data was not available. She commented that two members of the Committee had not received response to PSRs submitted over a month ago. The Committee would following up with a number of small improvements Rescue Muni recommended to Muni and intends to discuss Muni Wayside Fare Collection System (Fare Gates) at its next meeting scheduled for Monday, October 20, 2003, 401 Van Ness, Room 308 (Conference Room 312) at 3:00pm.

**12. Planning and Marketing Committee (PMC)** (Agenda Item 12 – Discussion/Action). Mr. Oka (Chair, PMC) stated that the Committee did not meet in September due to Staff's unavailability. The Committee's intends to discuss three items, including the Debit Card Update, at its next meeting. Mr. Oka stated that the Debit Card is a separated issue from the Identification (ID) Card and Sticker issue. The Committee is scheduled to meet on Monday, October 20, 2003, 401 Van Ness, Room 334 (Conference Room 335) at 5:30 p.m.

**13. Review of CAC Attendance Chart; Information Requests; Recommendations, and Incoming Correspondence Matrixes** (Agenda Item 13 – Discussion/Action). Mr. Ferrario suggested that the CAC Attendance Chart should indicate who was present for a meeting even though a quorum was not met. The Chair



agreed with Mr. Ferrario's suggestion and stated that he would inform the Council's Secretary.

**14. Council Members' Questions and Comments** (Agenda Item 14 – Discussion/Action). Mr. Oka stated he would like to see double deck buses in San Francisco and that more study needs to be done.

Ms. Hayes distributed a summary of the survey results conducted in the Bayview Hunters Point Community's regarding the Third Street Light Rail call letter designation (attachment). Ms. Denison received the package of actual summary results and stated that she would deliver them to Mr. Czechowicz.

Mr. Cimento commented that the California Pacific Medical Center, Pacific Heights Campus (Webster and McCann Streets), has begun a significant amount of construction/redesign work on its property that has had an immense impact on traffic flow around the Campus. He stated that issues concerning shuttle bus services and passenger loading zones, parking zone changes, construction workers parking, the proposed installation of street lighting, and the need for DPT's participation in community discussions and meeting has been identified. Mr. Cimento stated having spoken with the Medical Center's Community Relations Representative, the comment was made that DPT has not been involved in many of the traffic control proposals that are being discussed and debated within the community. Also, when DPT was contacted for enforcement of double-parking and other kinds of parking violations around the campus, the response from DPT was that enforcement could not be offered and enforcement was done through a PCO patrolling the area. Mr. Cimento asked the following questions:

What is DPT's policy regarding enforcement of traffic violations around the Campus?  
What has been DPT's involvement in the planning and discussions regarding traffic flow and traffic control around the California Pacific Medical Center, Pacific Heights Campus, during construction?  
What has DPT done in response to enforcement issues as identified by Medical Center Representatives?

**Ms. Fuqua noted Mr. Cimento's comments/questions and stated she would provide a response.**

Mr. Weaver commented that the Short Range Transit Plan (SRTP) indicates that the Muni Metro System has NextBus. Mr. Weaver stated that NextBus is only in the Metro underground with the exception of one token example at UCSF. Ms. Downey stated that NextBus is on the N-Line (Inbound). Mr. Weaver requested that the Council receive a presentation on NextBus at the Council's November meeting. **The Chair suggested that the EMSC should schedule NextBus as an agenda item at its next meeting. Ms. Crowder (EMSC) agreed to schedule the NextBus topic.**

Ms. Downey commented that the additional information received in response to Mr. Murphy and Ms. Hayes' request for ridership results by geographic area (zip code/district) did not provide the information requested. Mr. Murphy stated that he is unsure if Muni even received the information and Marc Caposino (Muni) apparently does not have the information. **Mr. Murphy stated that he would contact David Binder and inquire who in Muni received the "crosstabs" information regarding the differences in response between frequent and infrequent riders.**

**Ms. Downey suggested that the Council should meet with members of the MTA Board and other higher-level management officials in Muni and DPT.** The Chair stated that upon the appointment of every MTA Board Member he has invited members to come and address the Council. He stated that he would send another round of invitations, starting with the newest MTA Board Member, Mr. Wil Din.

**15. MTA CAC Agenda Planning** (Agenda Item 15 – Discussion/Action). The Chair stated that Council Committees would not meet in December. The Council would conduct agenda planning in January (2004) to establish priorities and would reschedule the normal meeting date since Thursday, January 1st is the first day of the New Year. Ms. Crowder stated that the Council might have to calendar an agenda item regarding the Third Street Light Rail Project sometime in January. The Council's February 2004 meeting will deal with all the budget recommendations. In addition, February will be reserved for budget review. Mr. Murphy referred three items to committee.

**16. Adjournment.** The meeting adjourned at 7:08 p.m. The next meeting will be held on Thursday, November 6, 2003, at 5:30 p.m.

Attachment:  
Agenda Item 5 -  
October 2003 Special Events Calendar (email)

Agenda Item 6 –  
Municipal Railway Efficiency Plan for FY2002-2003 (Michael T. Burns, Executive Director  
ltr of October 1, 2003)

Agenda Item 14 -  
Survey Results Bayview Hunters Point Third Street Light Rail Call Letter Designation  
August 30-31, 2003

1. The first part of the report  
describes the general situation  
of the country in 1950.

2. The second part of the report  
describes the general situation  
of the country in 1951.

3. The third part of the report  
describes the general situation  
of the country in 1952.  
4. The fourth part of the report  
describes the general situation  
of the country in 1953.  
5. The fifth part of the report  
describes the general situation  
of the country in 1954.

6. The sixth part of the report  
describes the general situation  
of the country in 1955.  
7. The seventh part of the report  
describes the general situation  
of the country in 1956.  
8. The eighth part of the report  
describes the general situation  
of the country in 1957.  
9. The ninth part of the report  
describes the general situation  
of the country in 1958.

10. The tenth part of the report  
describes the general situation  
of the country in 1959.  
11. The eleventh part of the report  
describes the general situation  
of the country in 1960.  
12. The twelfth part of the report  
describes the general situation  
of the country in 1961.

13. The thirteenth part of the report  
describes the general situation  
of the country in 1962.  
14. The fourteenth part of the report  
describes the general situation  
of the country in 1963.





**City & County of San Francisco**  
**Municipal Transportation Agency**  
**Citizens' Advisory Council (CAC)**

**Notice Regular Meeting and Agenda**  
**Thursday, November 6, 2003 at 5:30pm**

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**San Francisco, California**

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**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes,  
Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Steve Ferrario, Bruce Oka, Linton Stables, Daniel Weaver

**Finance and Administration (FAC)**

Daniel Murphy (Chair), Sue Cauthen, Bruce Oka

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

**Planning & Marketing Committee (PMC)**

Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

**NOTES:**

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**Municipal Transportation Agency Citizens' Advisory Council**  
**401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524**  
**☎(415) 554-6873 FAX (415) 554-4103**



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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, November 6, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California**

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. <b>Call to Order/Roll Call</b>	5:30
2. <b>Public Comment</b>	5:32
3. <b>Adopt Minutes of October 2, 2003</b> (Discussion/Action) [Attachment]	5:34
4. <b>Report of the Chair</b> (Discussion/Action)	5:36
5. <b>Staff Report</b> (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:41
<b>Staff-Initiated Items</b> (Discussion/Action)	
6. <b>Geary Corridor Study Citizens Advisory Committee</b> (Attachment) Suany Chough (Transit Planner, Capital Planning & Grants)	5:46
7. <b>FY2004 Fast Pass, BART Plus, and FY2004 Feeder Service Agreements Between The City and County of San Francisco and The San Francisco Bay Area Rapid Transit District (BART)</b> [Attachments] Ann Carey (Financial Manager, Finance and Administration)	5:56
<b>Council-Initiated Items</b> (Discussion/Action)	
8. <b>Operations &amp; Customer Service Committee (OCSC) Recommendation (September 15, 2003 Meeting)</b> [attachments] (Joan Downey, Chair OCSC)	6:20
<b>Motion:</b> <b>The MTA CAC recommends that the no-parking alternative for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39- Coit reliability.</b>	

(Note: Motion deferred from Council's October 2, 2003 meeting)



9. **Draft Letter to Executive Director, Municipal Transportation Agency Concerning MuniWayside Fare Collection System** (attachment) 6:50  
(Joan Downey, Chair OCSC)

**Committee Reports** (Discussion/Action)

10. **Engineering, Maintenance & Safety Committee (EMSC)** 6:55  
(Nia Crowder, EMSC Chair)

**Last meeting held:** August 21, 2003.

**Items discussed:** Church Street Track Switch; Traffic Management System/Ocean Avenue Project Signalization; Traffic Signalization System at St. Francis Circle; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway Central Offices; Alternative Fuel Pilot Program (AFPP) Update; Revision to DPT Sidewalk/Driveway Violation Flyer; Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written.

**Tentatively Scheduled Next regular meeting:** To be determined, 1145 Market, 6<sup>th</sup> Floor (Main Conference Room), 4:00 PM.

**Pending Topics for Discussion:**

**October 2003** - Church Street Track Switch (Follow-up); August 28<sup>th</sup> Metro Overhead Dewirement Incident Follow-up/Station Agents Failure to Make Announcement When Service Delays Occur; Third Street Light Rail Update - (Construction Budget Presentation to San Francisco County Transit Authority Citizens Advisory Committee (TA CAC); Work Stoppage; Community Concerns Regarding Outreach/Contracting Issues (Minority Contracting); Use of Community Based Organizations (CBO) as First Source Hiring Point/Rotating Pools); Sectionalization of Overhead for Metro Subway Service; All Future Diesel to Trolley Conversions Include Consideration of Undergrounding Overhead Utility Wires Along the Entire Route; Revision to DPT Sidewalk/Driveway Violation Flyer (Continued); Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written; Revision of DPT Sidewalk/Driveway Violation Flyer (Continued).

**November 2003** – Breda Engineering Modifications/Design Repair Plan Update.

**December 2003** – Third Street Light Rail Update.

**January 2004** – Alternative Fuel Pilot Program (AFPP) Update – Procurement Specification; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway (Muni) Central Offices

**Quarterly/Bimonthly Updates:** Alternative Fuel Pilot Program (AFPP); Third Street Light Rail Project; N-Judah; Municipal Railways Headquarters.

**Potential Discussion Topics:** Report on Central Subway; Bus Rapid Transit (BRT) (Geary); T3 Presentation to the Council and MTA CAC Interaction; Steps

Concerning Muni's Vision Plan Implementation; Ocean Avenue Traffic Alignment Plans; Muni's Input Into the Spending Plan for Proposition B Reauthorization.

11. **Finance and Administration (FAC)** 7:00  
(Daniel Murphy, FAC Chair)

**Last meeting held:** October 15, 2003.

**Items discussed:** BART Plus Agreement; Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and Discontinued Disabled "D" Magnetic Pass; Maintenance Budget Overview.

**Tentatively Scheduled Next regular meeting:** Wednesday, November 20, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Pending Items for Discussion:**

**Deferred Topics of Cancelled September 17, 2003 Meeting** – Insurance Overview, Risk Management, and Effect of Proposition E (Deferred); Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget; Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and the Discontinued Disabled "D" Magnetic Pass.

**Deferred Topics from October 2003 Tentative Topic Calendar:** Transit Impact Development Fee (TIDF)/Soma Service Follow-up; Municipal Railway Improvement Fund (MIF).

**Follow-up Items:** Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions.

12. **Operations & Customer Service Committee (OCSC)** 7:05  
(Formerly Service Reliability and Quality [SRQC])  
(Joan Downey, OCSC Chair)

**Last meeting held:** October 20, 2003.

**Items discussed:** Muni Wayside Fare Collection System (Fare Gates); 39-Coit Service Improvement Follow-up; Rescue Muni J, L, M & N Lines Recommendations Follow-up.

**Tentatively Scheduled Next regular meeting:** Monday, November 17, 2003, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

**Pending Items for Discussion:**

**November 2003** – Bus & LRV Cleaning;

**January 2004** - Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Mr. Ferrario])

**Follow-up Items:** 39 - Coit Service Improvement; Passenger Service Report (PSR); Wayside Fare Collection Working Group (WAFER), Rescue Muni J, L, M & N Lines Recommendations; Cable Car; Service Standards.

13. **Planning & Marketing Committee (PMC)** 7:10  
(Formerly Service Design & Marketing [SDMC])  
(Bruce Oka, PMC Chair)

**Last meeting held:** October 20, 2003.

**Items discussed:** Service Planning Updates (Muni Service to Shipyard); Paratransit Debit Card.

**Tentatively Scheduled Next regular meeting:** Monday, November 17, 2003, 401 Van Ness, Room 334 (Conference Room 335), 5:30 PM.

**Pending Item for Discussion:**

**October - 29** – Sunset and 82X – Presidio & Wharves Express Route Services Lines Changes (Deferred)

14. **Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes** [Attachments] (Discussion/Action) 7:15
15. **Council Members' Questions and Comments** (Discussion/Action) 7:20
16. **MTA CAC Agenda Planning** (Discussion/Action) 7:25

Facilities Tour (Vehicle Maintenance System/Materials Management System [VMS/MMS – January 2004], Department of Parking and Traffic Control Center)

17. **Adjournment** 7:30

Attachments:

Agenda Item 3 –  
Draft MTA CAC Minutes of October 2, 2003

Agenda Item 5 –  
Monthly Staff Report of October 2, 2003

Agenda Item 6 –  
Paul Czechowicz email of October 6, 2003 (Subject: FW: Geary CAC being formed)

Agenda Item 7 –  
Special Transit Fare Agreement Between The City and County of San Francisco and The San Francisco Bay Area Rapid Transit District **(2004 Fast Pass Agreement)**

Agreement Among The San Francisco Bay Area Rapid Transit District, The Central Contra Costa Transit Authority, The City and County of San Francisco, The Dumbarton Bridge Service Consortium, The Eastern Contra Costa Transit Authority, The Livermore Amador Valley Transit Authority, The San



Mateo County Transit District, The Santa Clara Valley Transportation Authority, The City of Union City, and The Western Contra Costa Transit Authority (**BART Plus**)

Agreement Between The City and County of San Francisco and the San Francisco Bay Area Rapid Transit District Payment for Transfer Trips (**FY2004 Feeder Service Agreement**)

Agenda Item 8 –

Gerald R. Norman, Executive Director, Department of Parking & Traffic letter of September 24, 2003  
Mr. William W. Seelinger, Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers letter of October 19, 2003

Agenda Item 9 –

Draft Letter to Michael Burns, Executive Director, Municipal Transportation Agency

Agenda Item 14 - Matrixes:

MTA CAC Attendance Chart

MTA CAC Information Requests (Completed)

MTA CAC Information Requests (Pending)

MTA CAC Recommendations (Pending)

MTA CAC Recommendations (Completed)

MTA CAC Incoming Correspondence





**Municipal Transportation Agency  
Citizens' Advisory Council  
City and County of San Francisco**

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**FINAL MINUTES  
of  
Regular Meeting**

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**Thursday, November 6, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (Chair) called the meeting to order at 5:38pm.

**MTA CAC Members Present at Roll Call:** Daniel Murphy, Art Cimento, Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver.

**MTA CAC Members Arrived After Roll Call :** Sue Cauthen (6:05pm).

**MTA CAC Members Absent:** Nia Crowder, Ellen Hayes, Cesar Perez.

**San Francisco Municipal Railway (Muni) Staff Present :** Suany Chough (Transit Planner, Capital Planning & Grants), Ann Carey (Financial Manager, Finance and Administration), Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

**Community Organization Representative Present:** William "Bill" Seelinger, Telegraph Hill Dwellers.

**Department of Parking and Traffic (DPT) Staff Present:** Lorraine Fuqua (DPT MTA CAC Liaison), Javad Mirabdal (Traffic Planner).

2. **Public Comment** (Agenda Item 2). Ms. Vincent apologized for not being able to attend any of the Council's October meetings.

3. **Adopt Minutes of October 2, 2003** (Agenda Item 3 - Discussion/Action). At the request of the Chair, the Council's minutes of October 2, 2003 were deferred without objection to the November 6th Council meeting.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair welcomed the Secretary who had been absent due to personal illness. Mr. Murphy stated that he and Ms. Crowder (Vice-Chair) had met last week with Michael Burns (Executive Director, MTA) and discussed a wide range of issues the Council has raised. The Chair specifically commented that the discussion included talks regarding the Council's developing relationship with DPT. He advised Council Members to relay any concerns regarding matters of policy as passed by the Council to either Ms. Crowder or himself in



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which Council Members desired to have addressed at any of the future Chair's meeting with the Executive Director.

The Chair remarked that the Council supported the expenditure plan and that Proposition K, which extended some sales tax, passed with just over 74% of the vote. He noted that some members of the Council volunteered to campaign for Proposition K.

Mr. Murphy stated that Council Members occasionally contact him on the day of the Council meetings requesting that a particular agenda item be held or continued until that member is able to attend. He commented that although he genuinely makes an attempt to accommodate a member's request, often he is limited in changing the Council's Agenda due to scheduling time constraints, i.e., staff and other interested individuals having been confirmed to attend meetings at certain time. He extended his apology should he were unable to accommodate a member's request at such short notice.

Mr. Oka was allowed to express his concern regarding Council Members non-attendance at Committee meetings. The Chair commented that the Council would devote a sizable amount of time during the Council's January 2004 meeting to address agenda planning and discuss Council's effectiveness. Mr. Murphy stated that several members are working on getting the two vacancies on the Council filled which would make a difference in the Council's ability to fulfill quorum requirements.

In response to Mr. Stables' question regarding scheduling Council meetings during the forthcoming holiday season, Mr. Murphy stated that Committee meetings would not be held during the month of December, but the Council would meet on Thursday, December 4th. During the Council's December 4th meeting a discussion to reschedule the Council's January 2004 meeting would take place since the tentative meeting date is New Year's Day. The Chair stated that Committee Chairs would as well determine dates for rescheduling Committee meetings as a result of the Martin Luther King Holiday in January.

**5. Staff Report** (Agenda Item 5 – Discussion/Action). Paul Czechowicz (MTA CAC Liaison) stated that Council Members were provided a copy of the Staff Report (attachment to agenda).

Responding to Mr. Rolfe's question concerning a matter not addressed in the Staff Report regarding the purchase of fifteen (15) PCCs cars from New Jersey Transit, **Mr. Czechowicz stated that he had heard unofficially that the purchase was a possibility and would inquire into the matter and provide a response to the Council.**

Mr. Rolfe asked about the method of payment regarding the Residential Permit Program (RRP) Lockbox Program (pages 3 and 4 of the Staff Report) and the bank's commission

cost for processing payments. **Mr. Czechowicz stated that payments would be sent directly to a bank and would provide the Council details on the program.**

Mr. Rolfe expressed the opinion regarding the Mission Steuart Hotel (page 2 of the staff report) that an additional operating cost has been imposed on Muni for the hotel's construction and the only dispute he has is the use of fully allocated cost for direct labor cost. He expressed concern regarding revenue projections.

Mr. Weaver announced that on October 30th, the Ocean Avenue Beautification Project sponsored by Muni, the Department of Public Works (DPW) and the Ocean Avenue Renaissance Committee received a San Francisco Beautiful Award. **He suggested that Muni inform its employees of the award. He commented that by showcasing the award is a means in which Muni can demonstrate its efforts in working with communities in improving neighborhoods' main streets.**

Ms. Downey stated as a matter not addressed in the Staff Report, she had asked Mr. Czechowicz about the continued limited sales of tokens by vendors. Mr. Murphy stated that he has also encountered limited sales of tokens.

Commenting on DPT's Public Hearing notice regarding Muni's N-Judah stop consolidation proposal to eliminate the Willard Street Stop on the Metro N-Judah Line, Ms. Downey expressed her satisfaction. **The Chair commented that he would attend the November 14th hearing since the Council has taken a position and speak on the Council's behalf regarding this issue.**

Responding to Ms. Vincent requested concerning the forty local contractors under the Disadvantaged Business Enterprise (DBE) certification program, **Mr. Czechowicz stated he would provide a listing of the contractors.**

**6. Geary Corridor Study Citizens Advisory Committee** (Agenda Item 6 - Discussion/Action). Suany Chough (Transit Planner, Capital Planning & Grants [Muni])) introduced herself and began the presentation by stating that the study for Geary Boulevard has begun. The Geary Bus Rapid Transit (BRT)/Light Rail Transit (LRT) has been a longtime priority project and was a centerpiece in the passage of Proposition K.

The Municipal Transportation Agency (MTA), Muni and DPT have started to convene an interagency group to formulate a plan and assign specific responsibilities.

Ms. Chough explained that the San Francisco County Transportation Authority (SFCTA) is forming a Citizens Advisory Council and applications for appointment to the SFCTA Geary Corridor Study Citizens Advisory Committee are being taken. She commented that a wide range in representation is being considered, i.e., residents, business owners, advocates, etc, from every geographic part of the corridor, which stretches from downtown San Francisco to the ocean. The deadline for submitting applications has been extended from Tuesday, November 4th to Monday, December 1st. Applicants are invited to speak on their own behalf at the SFCTA's Plans and Programs



meetings on December 9th at 11:00am. The Board is expected to choose the members of the Geary Corridor Study Citizens Advisory Committee on December 16th.

**Mr. Weaver suggested that an official connection between the MTA CAC and the Geary Corridor Study Citizens Advisory Committee should be established, especially concerning the Geary Corridor planning process. The Chair commented that he would discuss Mr. Weaver's concern with the MTA CAC Liaison and suggested that the Council's Planning and Marketing Committee (PMC) should conduct any necessary follow-up. Mr. Oka stated that he would calendar an agenda items regarding this issue.**

**Mr. Czechowicz suggested that Council Members whose appointments were from a Member of the Board of Supervisors should discuss with their Appointing Authority asking that the MTA CAC have appointed an official representative seat on the SFCTA's Geary Corridor Study Citizens Advisory Committee.**

Ms. Chough informed the Council that Capital Planning & Grants has been working with DPT staff on a series of short-term improvements, i.e., lane stripping and minor changes in parking regulations, for the inter-portion of Geary Boulevard between Powell Street and Van Ness Avenue. She expressed the opinion that the short-term improvements should significantly improve service in the area before the bigger project is planned and built. She advised that the Council should expect a presentation regarding the short-term improvements in the next couple of months.

In response to Mr. Rolfe's question regarding traffic signals, Ms. Chough responded that she believed that traffic signalization was already in progress and was included in the short-term improvements package.

**Noting no further questions, the Chair extended his thanks to Ms. Chough and called for Agenda Item 7.**

**7. FY2004 Fast Pass, BART Plus, and FY2004 Feeder Service Agreements Between The City and County of San Francisco and The San Francisco Bay Area Rapid Transit District (BART)** (Agenda Item 7 - Discussion/Action). Anne Carey (Financial Manager, Finance and Administration [Muni]) introduced herself and stated that the purpose of the presentation was to inform the Council about the agreements Muni has been negotiating with BART and other operators in the region.

**BART Plus Agreement** - The BART Plus Agreement was recently discussed at the Council's Finance & Administration Committee (FAC). Ms. Carey explained that the BART Plus Agreement is a regional ticket that allows passengers from all nine (9) participating bus-operating agencies unlimited BART rides on a half-month basis. The ticket also has BART stored values which are used to ride BART. The original agreement has actually expired but agencies continued to operate without an



agreement. Effective September 1st as part of the Alameda - Contra Costa Transit Authority new fare structure, the BART Plus Ticket was discontinued. The remaining operators agreed to reallocate revenues generated from pass sales and Muni would be the largest recipient of the bus portion of the revenues from the agreement.

Ms. Carey stated that the participating bus-operating agencies agreed that the BART Plus program needed to be continued until such time it is replaced by Translink region-wide, and that a new agreement was needed to replace the existing expired agreement since Translink would not be effective for another two-to-four years.

She commented that the operators, in particularly the bus component of the agreement, felt that the original ticket price was under priced given that many agencies had increased pass pricing. The bus operators agreed that a \$10.00 per pass increase was appropriate. The bus operators agreed to propose an increase in the bus share of the ticket price from \$14.00 to \$24.00 which would increase the monthly pass to \$48.00. Ms. Carey expressed the opinion that the BART Plus price is higher than Muni's Fast Pass, but the BART Plus pass provides unlimited rides on all the other participating operators.

Ms. Carey stated that Muni supports the agreement and intends to present the proposal to the MTA Board. She remarked that all participants are going through the approval process and it is hoped that the agreement would be signed by the end of the year (2003). Ms. Carey stated that BART would need to reprogram their new ticket vending machines to reflect the new prices, make changes in their fare gates, and the effective date was estimated to be sometime in early February (2004).

In response to Ms. Vincent's question regarding pass discounts, Ms. Carey stated that there is no discount BART Plus pass.

Ms. Carey commented that in September 2003 about a 20% decline in ticket sales has been seen and it is expected to see some additional decline in sale when prices increase.

Responding to Mr. Stables' question concerning tracking of major employers in the area participation in supporting transit pass use, Ms. Carey stated, "That in terms of employers being a vendor for the ticket, one of the changes under the new agreement will be to the distribution system." She informed the Council that BART has installed new ticket vending machines at all of their stations and Muni would migrate to ticket purchases primarily through the vending machines. Ms. Carey commented that Muni operates a regional transit card program geared toward employers. So, if employers were buying tickets for employees from Muni, Muni would continue to be the wholesaler of those tickets to employers. Based on the assumption that most passengers are connecting to BART and tickets would be available primarily through the ticket vending machines, most of the other BART Plus ticket sales outlets would disappear.

Replying to Mr. Murphy's question concerning the expiration of the new agreement, Ms. Carey stated that the agreement expires in December 2005 with a provision for three (3) one-year extensions.

**FY2004 Fast Pass Agreement** - Ms. Carey stated that the use of the Fast Pass on BART is an annual agreement that Muni has had with BART. A year ago, a new reimbursement rate to BART that reflects BART's fare increases was negotiated. It was agreed at that time that future fare increases for BART would be passed through to Muni in a form of an increase in Muni's reimbursement rate. BART initially requested an increase from \$0.80 to \$0.88. The proposed agreement with BART shows a reimbursement rate increase of \$0.87 based on base rate change. She explained that there are no other changes in the terms of the agreement.

In response to Mr. Murphy's question regarding whose version of the agreement (attachment to Agenda Item 8) the Council was reviewing, Ms. Carey stated that it was her belief that the proposal before the Committee was Muni's.

Mr. Oka commented that many in the disabled community strongly support the use of Muni Discount Fast Pass for use on BART only in San Francisco. The Chair commented that the Council has taken a position in favor of having the Discount Fast Pass used on BART.

**FY2004 Feeder Service Agreement** - Ms. Carey stated the agreement was also known as the Transfer Payment Agreement. Since Muni buses deliver passengers to BART stations, Muni receives payment from BART for the service. Payments are adjusted yearly based on a formula resulting in changes in sales tax revenue that BART receives. There has been a decrease this year in sales tax revenue to BART by about 3%.

In response to Mr. Rolfe's questions regarding agreements' payment timeframes and the different agreements payment balancing between Muni and BART, Ms. Carey remarked that BART pays the Feeder Service Agreement annually as soon as the agreement is negotiated; Muni pays monthly on the Fast Pass agreements. She stated that Muni pays close to \$9M for fast pass services and BART pays about \$2.5 for feeder service.

Mr. Ferrario asked what effects Translink would have on the service provided under the agreements? Ms. Carey answered that Translink would provide significant information that would be useful in supporting renegotiation of terms and reimbursement rates. Translink would have the various fare instruments requiring continued inter-operators fare and reimbursements agreements with resulting rules and logic programmed into the Translink Card.



Ms. Vincent inquired about system malfunctions. Ms. Carey explained that there are policies and fare payment under such situations would revert to each operators' existing policy in respect to fare collection.

**Mr. Murphy moved the following motion, which was seconded by Mr. Stables:**

**Motion: The MTA CAC recommends approval of the FY2004 Fast Pass, BART Plus, and FY2004 Feeder Service Agreements between the City and County of San Francisco and the San Francisco Bay Area Rapid Transit District (BART) and further urges that an agreement be negotiated by which the Discount Fast Pass can be used for trips between BART stations within San Francisco.**

**Noting no further discussion on the motion, the Chair called for a vote.**

**Motion carried with 10 yes votes.** Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Ellen Hayes, Cesar Perez **absent**.

**8. Operations & Customer Service Committee (OCSC Recommendation (September 15, 2003 Meeting))** (Agenda Item 8 - Discussion/Action). Ms. Downey stated that the motion before the Council had been deferred from the Council's October 2nd meeting since a response from DPT had not been received at that time. Ms. Downey commented that the Council received a response from Gerald Norman (Executive Director, DPT) (attachment to Agenda Item 8). She commented that the response made no mention of the Transit First Policy or addresses the Council's concerns regarding improving the 39-Coit service. She stated that a representative from DPT was requested to address the Council to explain DPT's position concerning the no-parking proposal. Ms. Downey referenced Mr. Seelinger's letter (attachment to Agenda Item 8). The Secretary advised the Council that an electronic copy of the complete Seelinger letter had been distributed to Council Members in advance of the meeting and a complete hard copy was provided to Council Members at the beginning of the meeting (attachment). Ms. Downey stated that Lorraine Fuqua (DPT MTA CAC Liaison) advised that DPT staff would address the Council regarding DPT's response from Mr. Norman.

Mr. Weaver expressed the opinion that DPT's original response was prudent in that the neighborhood residents had not been consulted about the proposal.

Mr. Seelinger stated that the Telegraph Hill Parking and Traffic Committee of the Telegraph Hill Dwellers agreed with the proposal, but the proposal had not yet been presented to the Telegraph Hill Dwellers Board.



Ms. Fuqua advised the Council that Mr. Seelinger's letter had been shared with the Deputy Director's Staff. She stated that a formal response had not been prepared because it would be premature for the Department to comment on a letter that stipulated that the letter had not been reviewed, approved, or disapproved by the Telegraph Hill Dwellers' Board of Directors and did not represent an official position. Ms. Fuqua introduced Javad Mirabdal (Traffic Planner [DPT]).

Mr. Mirabdal stated that the issue was not a single issue and DPT had to consider all elements in determining the best solution. He stated that DPT is not the only Department that would be needed to make a decision regarding the no-parking proposal. Mr. Mirabdal informed the Council that Recreation and Park would be a more appropriate department to address the proposed restriction of parking at Coit Tower. He expressed the opinion that DPT should not be considered as an obstacle regarding the wishes of the residents in the area and that DPT recognizes that there is a parking problem at Coit Tower, but the problem does not occur at all times. He explained that should a no-parking restriction were established at Coit Tower, a restriction would be imposed on the public that would not necessarily be required at all times.

Ms. Cauthen commented that the problem occurs during certain peak hours and DPT is aware of the peak times. Mr. Mirabdal agreed with Ms. Cauthen's comments.

Mr. Mirabdal explained that DPT has performed field checks at Coit Tower and noted that ten (10) vehicles having Residential Parking Permits (RPP) occupy approximately 1/3 of the available parking spaces. He reiterated that most of the time a restriction on parking is not needed and stated that this fact should be considered. He stated that parking is managed through time limits. He suggested that an increased turnover of spaces could be achieved through installing parking meters and General Enforcement Parking Control Officers (PCO) could patrol the area. Mr. Mirabdal explained the procedure in which PCOs monitor parking meters.

In response to Ms. Downey's concerns that the response made no reference to the Transit First Policy or the 39-Coit service, Mr. Mirabdal stated that restricting residential parking would increase visitor parking by 1/3 which would cause a shorting of the line of approaching vehicles to Coit Tower. He commented that through the use of metered parking spaces a higher turnover of parking spaces could be anticipated thus improving transit service.

Ms. Fuqua stated that all future responses from DPT to the Council would address the Transit First Policy.

Mr. Seelinger commented that the Telegraph Hill Dwellers' Parking and Traffic Committee is of the opinion that charging for parking at Coit Tower would accomplish very little in reducing the traffic congestion along Telegraph Hill Boulevard. He stated that there are only twenty-nine (29) parking spaces at Coit Tower. He stated that

visitor parking is already limited to thirty minutes and reducing the allotted parking time visitors would receive no value in visiting Coit Tower by car.

Mr. Seelinger stated that the problems exist from late morning to early evening on Saturday, Sunday and holidays. Approximately 20-to-50 automobiles are backed up in an approach to Coit Tower. He explained that the Telegraph Hill Dwellers Parking and Traffic Committee has accumulated data that shows automobiles departing the lot on an average of one vehicle per minute. He stated that it has been observed that vehicles often arrive in intervals of every 21 seconds resulting in two vehicles being added to the line of cars approaching Coit Tower for every one vehicle that departs.

**He suggested that the only solution to solve the traffic congestion problem which delays the 39-Coit is that cars must depart the parking lot at the same rate as cars arrive.**

Mr. Seelinger expressed the opinion that the reason for the line of cars not extending to Columbus Avenue is that a very high percentage of drivers turn around in the middle Telegraph Hill Boulevard - a narrow, steep roadway with many blind curves. He stated that the Telegraph Hill Dwellers Parking and Traffic Committee referred to a study that indicated that 82% of the cars that approach Coit Tower turnabout. Mr. Seelinger commented that the approach to Coit Tower along Telegraph Hill Boulevard and a section of Lombard Street is a 1/3-mile long dead-end roadway with no exit and almost no legitimate place for turnarounds - a very dangerous situation. He expressed the view that visitors are annoyed having to sit in the long traffic line for as much as 30 minutes at a time.

Mr. Seelinger concluded his comments by stating that the solution proposed is very simple. By having vehicles move through the current parking area would facilitate the 39-Coit bus service in the community and visitors visits to Coit Tower. He stated that during peak hours it has been observed that the North Beach Garage is normally half empty. He suggested that as a solution the garage should be publicized as a parking location for Coit Tower, minor improvements should be made to the 39-Coit route to include a stop near the garage and nearby tourist locations, i.e., Pier 39, and a Muni publicity campaign should be undertaken to educate riders about the service.

Ms. Cauthen commented that the 39-Coit headways are not being adhered to as a result of the delays created from the traffic congestion and residents have difficulty in using the 39-Coit because of erratic operating times.

Mr. Seelinger stated that the traffic backup announcement sign does operate, but has had virtually no affect on the long lines of cars approaching Coit Tower.

Mr. Ferrario expressed the viewpoint that there is simply no deterrent for drivers to not wait even though there is a traffic backup announcement sign. He commented that there as cost associated with installing and maintaining meters, collecting revenue, and the cost of PCO enforcement. **He suggested that there should be no parking at**



**Coit Tower with the exception that spaces should be committed to Americans with Disabilities Act (ADA) blue parking.**

Ms. Cauthen, Ms. Downey, Ms. Vincent and Mr. Oka expressed the opinion that more should be done to create an open space area at Coit Tower. Ms. Cauthen expressed the view that Muni and Recreation & Parks should work together to address this issue through accessing the Open Space Funds.

Both Mr. Ferrario and Ms. Cauthen expressed the opinion that a more creative and innovative approach should be taken to resolve this issue.

Ms. Vincent commented that the pedestrian walkway to Coit Tower needs improvements.

Ms. Fuqua commented that DPT developed a compromised solution believed to address the traffic mitigation issues without imposing the extreme measure of restricting all parking at Coit Tower. She suggested that a resolution would have to come from a wider scope and that quite possibly the Board of Supervisors should be contacted by Council Members soliciting their assistance in resolving this issue.

**The Chair stated that the following motion was before the Council:**

**Motion:** The MTA CAC recommends that the no-parking alternative for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39-Coit reliability.

**The Chair stated that a friendly amended to the motion was made and accepted by the Council as follows:**

**Amended Motion:** The MTA CAC recommends that the no-parking alternative (except for ADA Blue Zone Parking) for the top of Coit Tower be adopted, as it is an easy and cost-neutral means of solving the problems of Coit Tower traffic and 39-Coit reliability.

**Noting no further discussion on the motion as amended, the Chair called for a vote.**

**Amended Motion carried with 10 yes votes.** Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Ellen Hayes, Cesar Perez **absent**.

The Chair extended the Council's thanks to Mr. Mirabdal and Ms. Fuqua for their participation in the discussion.



The Secretary distributed copies of a proposed Letter of Commendation to the Telegraph Hill Dwellers' Parking & Traffic Committee which was drafted by Ms. Cauthen (attachment).

**Ms. Cauthen Called A Point of Order to have the Council consider the draft Letter of Commendation.** The Chair stated that since the motion was passed regarding the no-parking alternative, he would review the letter and release it, accordingly.

**9. Draft Letter to Executive Director, Municipal Transportation Agency Concerning MuniWayside Fare Collection System** (Agenda Item 9 - Discussion/Action). Ms. Downey presented the draft letter (attachment to Agenda Item 9). She stated that the Operations & Customer Service Committee (OCSC) had held discussions with staff regarding the fare gate selection process. She stated that the purpose of the letter is to ask the Executive Director that the Council be included in the decision making process regarding the selection of fare gate equipment.

Mr. Ferrario stated that he was invited to a meeting with Muni Staff, Booze Allen Hamilton (the Consultant Firm) representatives, and Michael Burns (Executive Director, Municipal Transportation Agency). He commented that with the pending decisions regarding the regional rollout of TransLink and that BART has not made a final decision regarding magnetic cards and TransLink, which would affect Muni's decisions because of the Fast Pass fare instrument, Muni has not made its decision regarding fare gate replacement. It has been suggested that the type of fare gate would be similar to that which BART currently operates.

Mr. Czechowicz commented that during the meeting Council participation was discussed and it was agreed that Council Members could participate as long as members understood that their participation was in an advisory capacity.

**Ms. Downey moved that the draft letter be accepted. Mr. Rolfe seconded the motion. Noting no further discussion on the motion to accept the draft letter the Chair called for a vote.**

**Motion to accept draft letter carried with 10 yes votes.** Daniel Murphy, Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Bruce Oka, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Ellen Hayes, Cesar Perez **absent**.

**10. Engineering, Maintenance & Safety Committee (EMSC)** (Agenda Item 10 - Discussion/Action). Mr. Ferrario reported that the Committee failed to meet quorum at its scheduled October 16th meeting. The Council Chair stated that Ms. Crowder (Chair, EMSC) might call a special meeting of the Committee sometime in November to discuss the Alternative Fuels Pilot Program.

**11. Finance and Administration (FAC)** (Agenda Item 11 - Discussion/Action). Mr. Murphy (Chair, FAC) stated that the Committee has begun to prepare for the budget consideration process. The FAC Chair advised that Council Members should relay any specific concerns or suggestions concerning the budget process directly to him. The FAC Chair confirmed that the Committee would meet on Wednesday, November 19th.

**12. Operations & Customer Service Committee (OCSC)** (Agenda Item 12 - Discussion/Action). Ms. Downey (Chair, OCSC) stated that Jack Fleck (Senior Transportation Engineer/Planning Manager, DPT Engineering) participated in the Committee's discussion concerning the Rescue Muni J, L, M & N Line Recommendations and was very helpful. The Committee would discuss Bus and LRV Cleaning with a follow-up discussion on the Passenger Service Report (PSR) process.

The Chair OCSC requested that Council Members contact their Appointing Authority to solicit their support regarding the Council's motion passed on October 2nd regarding enforcement issues and the combining of DPT's enforcement groups.

**13. Planning & Marketing Committee (PMC)** (Agenda Item 13 - Discussion/Action). Mr. Oka (Chair, PMC) reported that the Committee met on October 20th. He stated that Peter Straus (Manager, Service Planning) advised the Committee that the 19-Polk Line would continue servicing the Naval Shipyard. Mr. Rolfe (a Committee Member) commented that during the discussion he recalled that Mr. Straus mentioned extending another line and possibly the 23-Monterey into the Navy Yard via the Crisp Avenue Gate. Mr. Rolfe stated that there had been discussion of possibly extending the 24-Divisadero at some future time.

Mr. Oka stated that Committee Members received a briefing from Kim Walton (ADA Compliance & Contract Coordinator, Muni Accessible Services), which clarified the difference between the Paratransit Debit Card and the Discount Pass. He stated that proposals have been received concerning the Paratransit Debit Card Program. The debit card would begin a demonstration period within eighteen months for the Notice to Proceed (NOP) date.

**14. Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence** (Agenda Item 14 - Discussion/Action). The Council had no comments regarding this agenda item.

**15. Council Members' Questions and Comments** (Agenda Item 15 - Discussion/Action). The following Committee Members provided comment and questions:

Mr. Weaver stated that parking and traffic enforcement along Ocean Avenue has been exceptional and it has been observed cars in violation of sidewalk parking are being cited.

Ms. Downey stated that she had sent a question to Ms. Fuqua regarding a blocked driveway and the PCO having to wait until a tow truck arrived. **Ms. Fuqua stated that the question was forwarded and she would check on the response.**

**16. MTA CAC Agenda Planning** (Agenda Item 16 – Discussion/Action). The Chair asked Council Members to determine a date for the Council's January 2004 meeting. He advised the Council that the regular scheduled meeting date conflicts with January 1st - New Year's Day.

**Following an open discussion, the Chair suggested that the Council's regular scheduled meeting for Thursday, January 1st be tentatively rescheduled to be held on Thursday, January 15, 2003 at 5:30pm. The Chair advised that should the Council complete agenda planning during the December 4th meeting, no Council meeting would be scheduled for January 15th.**

**18. Adjournment.** The Chair adjourned the meeting at 7:30 pm.

Attachments:

Agenda Item 8 -

Mr. William W. Seelinger, Chairman, Parking & Traffic Committee, Telegraph Hill Dwellers letter of October 19, 2003 (Subject: Comment on the Letter Sent by Mr. Gerald Norman, Executive Director of DPT, to the MTA CAC, dated 9/24/03, regarding Coit Tower Parking and Traffic-backup Problems.)

Ms. Cauthen email dated November 6, 2003 [3:16PM]) (Subject: Commendation Letter Re 39 Coit Plan)



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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

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**Notice Regular Meeting and Agenda  
Thursday, December 4, 2003 at 5:30pm  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California**

12-01-03A11:31 RCVD

**Members:**

Daniel Murphy (Chair), Nia Crowder (Vice Chair),  
Sue Cauthen, Art Cimento, Joan Downey, Steve Ferrario, Ellen Hayes,  
Bruce Oka, Cesar Perez, Norman Rolfe, Linton Stables, Dorris Vincent, Daniel Weaver  
(2 Vacancies)

**Committees:**

**Engineering, Maintenance & Safety (EMSC)**

Nia Crowder (Chair), Steve Ferrario, Bruce Oka, Linton Stables, Daniel Weaver

**Finance & Administration (FAC)**

Daniel Murphy (Chair), Bruce Oka

**Operations & Customer Service Committee (OCSC)**

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe

**Planning & Marketing Committee (PMC)**

Bruce Oka (Chair), Nia Crowder, Ellen Hayes, Norman Rolfe, Dorris Vincent

**NOTES:**

Notices of meeting and agenda, and minutes are available at the San Francisco Public Library (Main), 100 Larkin Street - Government Section (5th Floor) and on Muni's website at [www.sfmuni.com/cac](http://www.sfmuni.com/cac).

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

The MTA CAC may be contacted as follows:

**Municipal Transportation Agency Citizens' Advisory Council  
401 Van Ness Avenue Room 334 - San Francisco, CA 94102-4524  
☎(415) 554-6873 FAX (415) 554-4103**



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**Municipal Transportation Agency  
Citizens' Advisory Council (CAC)  
City & County of San Francisco**

**AGENDA**

**Regular Meeting**

**Thursday, December 4, 2003 at 5:30pm**

**401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, California**

<b>Item Number/Item</b>	<b>Estimated Time</b>
1. <b>Call to Order/Roll Call</b>	5:30
2. <b>Public Comment</b>	5:32
3. <b>Adopt Minutes of October 2 and November 6, 2003</b> (Discussion/Action) [Attachment]	5:34
4. <b>Report of the Chair</b> (Discussion/Action)	5:36
5. <b>Staff Report</b> (Discussion/Action) [Attachment] Paul Czechowicz (MTA CAC Staff Liaison)	5:40
<b>Staff-Initiated Items</b> (Discussion/Action)	
6. <b>Third Street Light Rail Update</b> (Attachment) Vincent Harris (Deputy General Manager Construction) Dennis Tsai (Project Manager, Third Street Light Rail, Construction)	5:45
7. <b>Nextbus Update</b> John Funghi (Project Manager, Automatic Vehicle Location System)	6:05
<b>Council-Initiated Items</b> (Discussion/Action)	
8. <b>Operations &amp; Customer Service Committee (OCSC)</b> <b>Recommendation (November 17, 2003 Meeting)</b>	6:25

**Motion:** The MTA CAC recommends that passengers be notified when Passenger Service Reports (PSRs) are closed, not just when a complaint is referred to a Division Superintendent, and that such responses should be as specific as legally possible about the action taken if any. The MTA CAC further recommends that PSRs received commending Muni or its employees be acknowledged in a follow-up letter and that PSRs submitted online be initially acknowledged by email rather than by phone.

9. **Finance and Administration Committee (FAC) Recommendation**  
**(November 19, 2003 Meeting)** 6:35

**Motion a:** The MTA CAC recommends the cost of deadheading and cost saving from a consolidation of maintenance be incorporated in the estimates of Muni's net revenues from the Kirkland Division property reuse before RFPs or RFQs are considered. The MTA CAC further recommends that net revenue maximization be prioritized as plans for the Kirkland site are considered and that Muni should give serious consideration to selling the property outright as opposed to acting as the site developer.

10. **Council Members' Questions and Comments** (Discussion/Action) 7:00

11. **MTA CAC Agenda Planning** (Discussion/Action) 7:05

Council and Committees' Meetings & Agenda Planning - Calendar Year 2004;  
Suggested Facilities Tours Sites: Vehicle Maintenance System/Materials  
Management System (VMS/MMS); Department of Parking and Traffic  
Control Center.

12. **Adjournment** 7:30

Attachments:

Agenda Item 3 –

Draft MTA CAC Minutes of October 2 and November 6, 2003

Agenda Item 5 –

Monthly Staff Report of December 4, 2003

**Appendix**  
**MTA CAC Notice of Meeting and Agenda of December 4, 2003**

**Committee Reports**

**Engineering, Maintenance & Safety Committee (EMSC)**

(Nia Crowder, EMSC Chair)

**Last meeting held:** Thursday, August 21, 2003.

**Items discussed:** Church Street Track Switch; Traffic Management System/Ocean Avenue Project Signalization; Traffic Signalization System at St. Francis Circle; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway Central Offices; Alternative Fuel Pilot Program (AFPP) Update; Revision to DPT Sidewalk/Driveway Violation Flyer; Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written.

**Tentatively Scheduled Next Regular Meeting:** To be determined.

**Pending Topic Calendar Items:**

**October 2003 (Cancelled Meeting)** - Church Street Track Switch (Follow-up); August 28<sup>th</sup> Metro Overhead Dewirement Incident Follow-up/Station Agents Failure to Make Announcement When Service Delays Occur; Third Street Light Rail Update - (Construction Budget Presentation to San Francisco County Transit Authority Citizens Advisory Committee (TA CAC); Work Stoppage; Community Concerns Regarding Outreach/Contracting Issues (Minority Contracting); Use of Community Based Organizations (CBO) as First Source Hiring Point/Rotating Pools); Sectionalization of Overhead for Metro Subway Service; All Future Diesel to Trolley Conversions Include Consideration of Undergrounding Overhead Utility Wires Along the Entire Route; Revision to DPT Sidewalk/Driveway Violation Flyer (Continued); Approval of Draft Letter to Maintenance Deputy General Manager Recommending Reiteration that Starter Shift Checkout of Vehicles Include Deployment and Inspection of Lift-U Equipment as Written; Revision of DPT Sidewalk/Driveway Violation Flyer (Continued).

**November 2003 (Cancelled Meeting)**— Breda Engineering Modifications/Design Repair Plan Update.

**December 2003 (Cancelled Meeting)** – Third Street Light Rail Update.

**January 2004 (Tentative Meeting)** – Alternative Fuel Pilot Program (AFPP) Update – Procurement Specification; Integration of the Department of Parking and Traffic (DPT) and the Municipal Railway (Muni) Central Offices

**Quarterly/Bimonthly Updates:** Alternative Fuel Pilot Program (AFPP); Third Street Light Rail Project; N-Judah; Municipal Railways Headquarters.

**Potential Discussion Topics:** Report on Central Subway; Bus Rapid Transit (BRT) (Geary); T3 Presentation to the Council and MTA CAC Interaction; Steps Concerning Muni's Vision Plan Implementation; Ocean Avenue Traffic Alignment Plans; Muni's Input Into the Spending Plan for Proposition B Reauthorization.



## **Finance and Administration (FAC)**

(Daniel Murphy, FAC Chair)

**Last meeting held:** Wednesday, November 19, 2003.

**Items discussed:** Land Use Study – Kirkland Yard Property; Continued and Limited Sales of Tokens By Vendors; Status of Fiscal Year 2004 Muni Budget, Schedule for Review of FY 2005 Muni Budget; Insurance and Risk Management Overview; Municipal Railway Improvement.

**Tentatively Scheduled Next Regular Meeting:** To be determined.

### **Pending Topic Calendar Items (Suspended):**

**Deferred Topics of Cancelled September 17, 2003 Meeting Pending –** Fiscal Year 2001/2002 Audits (Metro East Land Acquisition Accounting); Maintenance Budget; Financial Savings/Financial Difference in the Use of Disabled Sticker on Paratransit Regional Identification Card and the Discontinued Disabled "D" Magnetic Pass.

**Deferred Topics from October 2003 Tentative Topic Calendar Pending:** Transit Impact Development Fee (TIDF)/Soma Service Follow-up.

**Follow-up Items:** Quarterly Review of Revenues and Expenses; Parking Revenues, Review of Previous Year's Budget Recommendations, Fiscal Year 2004 Muni/DPT Budgets, MTA CAC Budget Recommendations of February 19, 2003; Deficit Closure Plan and Force Reductions; Continued and Limited Sales of Tokens By Vendors; Insurance Overview, Risk Management, and Effect of Proposition E.

## **Operations & Customer Service Committee (OCSC)**

(Formerly Service Reliability and Quality [SRQC])

(Joan Downey, OCSC Chair)

**Last meeting held:** November 17, 2003.

**Items discussed:** PSR Follow-up – First Quarter Results and Status of Complaints/Commendations; 39-Coit Service Improvement Follow-up; Rescue Muni J, L, M & N Lines Recommendations Follow-up.

**Tentatively Scheduled Next regular meeting:** Monday, January 26, 2004, 401 Van Ness, Room 334 (Conference Room 335), 3:00 PM.

### **Pending Topic Calendar Items:**

#### **January 2004:**

**Items Deferred/Continued from OCSC's November 17<sup>th</sup> meeting:** Bus & LRV Cleaning;

Passenger Service Report (PSR) Follow-up – First Quarter Results and Status of Complaints/Commendations; Rescue Muni J, L, M & N Lines Recommendations Follow-up; 39-Coit Service Improvement Follow-up.

**Additional Topics:** Department of Parking & Traffic (DPT) Incorporation of Transit First Policy; Residential Parking Permit (RPP) Exclusion for Housing Without Legal Number of Parking Units.

**Referred Item to Committee Pending:** Muni Non-operations of Three Car LRV's within the Metro Subway System (Referred from Engineering, Maintenance & Safety Committee (EMCS) meeting of June 19, 2003 [Mr. Ferrario]).

**Follow-up Items:** 39-Coit Service Improvement; Passenger Service Report (PSR); Rescue Muni J, L, M & N Lines Recommendations; Wayside Fare Collection Working Group (WAFER); Fare Gate Transition and Subway Change Machines; Service Standards, Plan for Meeting Proposition E Standards, and Remove of 10% Reduction from PSR Standard.

**Quarterly Update:** Cable Car.

### **Planning & Marketing Committee (PMC)**

(Formerly Service Design & Marketing [SDMC])  
(Bruce Oka, PMC Chair)

**Last meeting held:** October 20, 2003.

**Items discussed:** Service Planning Update (Muni Service to Hunters Point Naval Shipyard); Paratransit Debit Card.

**Tentatively Scheduled Next Regular Meeting:** To be determined.

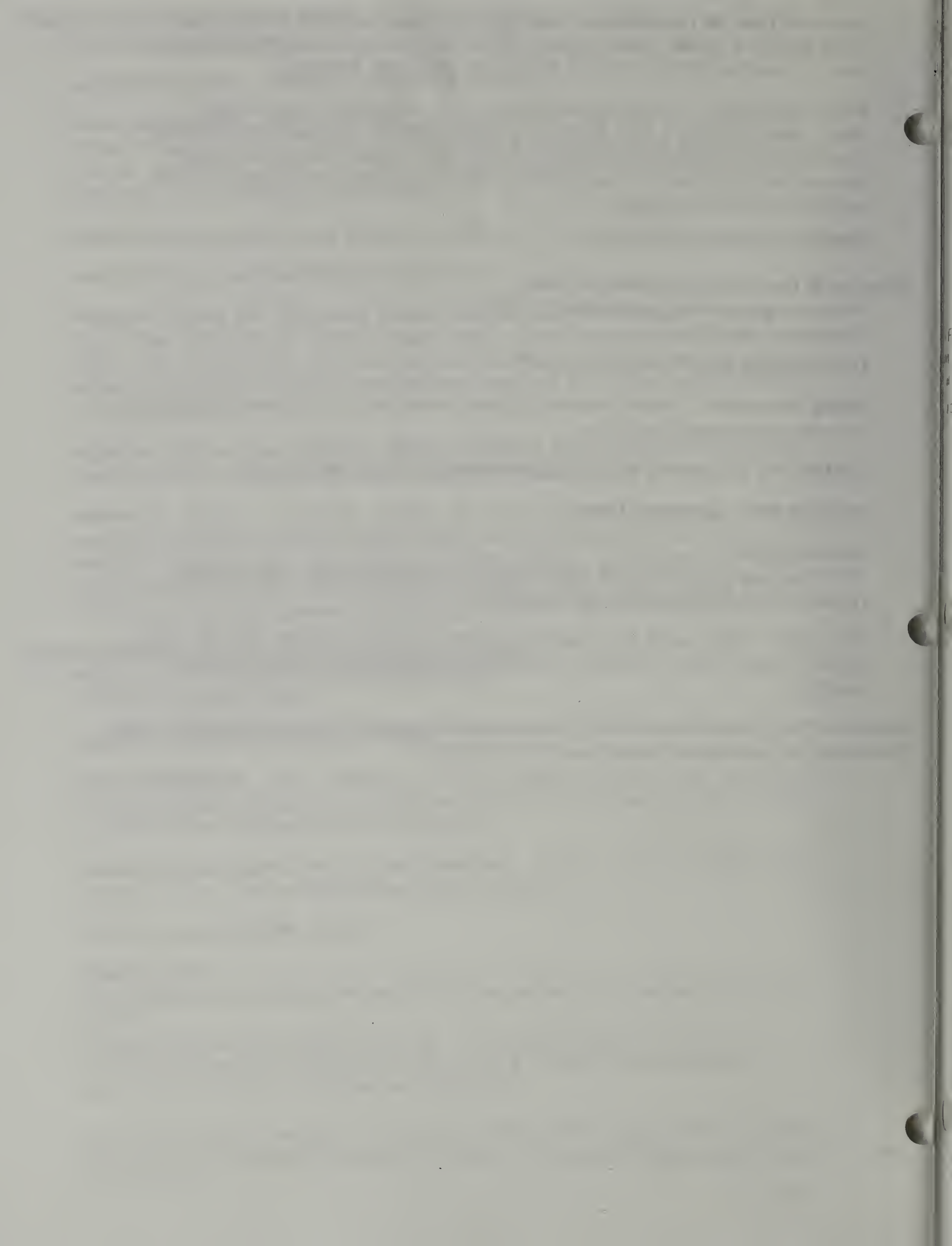
### **Pending Topic Calendar Items:**

#### **Deferred Items:**

29-Sunset and 82X-Presidio & Wharves Express Route Services Lines Changes (Deferred from PMC's October 20<sup>th</sup> meeting).

MTA CAC's Liaison with San Francisco County Transit Authority (SFCTA) Geary Corridor Study Citizens Advisory Committee (Deferred from Council's October 2<sup>nd</sup> meeting).

**Review of CAC Attendance Chart; Information Requests, Recommendations, and Incoming Correspondence Matrixes (Attachments)**







**Municipal Transportation Agency  
Citizens' Advisory Council (MTA CAC)  
City and County of San Francisco**

DOCUMENTS DEPT.

**FINAL MINUTES**

**of**

**Regular Meeting**

JAN 23 2004

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**Thursday, December 4, 2003, 5:30 p.m.  
401 Van Ness Avenue, Room 334 (Conference Room 335)  
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). Daniel Murphy (Chair) called the meeting to order at 5:38pm.

**MTA CAC Members Present at Roll Call:** Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Daniel Weaver.

**MTA CAC Members Absent at Roll Call:** Dorris Vincent (arrived at 6:30pm).

**MTA CAC Members Absent:** Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables.

**San Francisco Municipal Railway (Muni) Staff Present:** Vince Harris (Deputy General Manager, Construction), Dennis Tsai (Project Manager, Third Street Light Rail, Construction), John Funghi (Project Manager, Automatic Vehicle Location System, Construction), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

**Business Representative:** George Mount (Director of Product Management, NextBus Information Systems, Inc.).

**The Chair called for Agenda Item 6.**

2. **Third Street Light Rail Update** (Agenda Item 6 – Discussion/Action). Vince Harris (Deputy General Manager, Construction) introduced Dennis Tsai (Project Manager, Third Street Light Rail, Construction). Mr. Harris stated that Muni Staff met with a number of local businesses along the Third Street corridor that concurred with construction continuing through the holidays and a waiver of the holiday moratorium was reached.

Mr. Tsai provided Council Members a handout, which listed the construction segments, schedule and contract amounts for each segment (attachment). He briefed the Council on segments construction status, costs, and expected completion dates.

In response to Ms. Hayes' question regarding the wall at the US 101 crossing, Mr. Harris explained that the wall was a retaining wall to hold back soil material. Mr. Tsai



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sated that the wall was necessary to create the walkway. **Mr. Harris offered to provide the Council a more detailed depiction of the US 101 interchange.** He commented that Segment E, the most complicated section of the construction project, was completed with very minimal impact to commuter traffic.

**Ms. Cauthen proposed that the Council arrange a tour of the Third Street Project. The Chair expressed his concurrence.**

Responding to Ms. Hayes' question regarding the project's funding having been present to the San Francisco County Transportation Authority (SFCTA), Mr. Harris explained that a budget amendment was being prepared. The budget is presented to the SFCTA at least once annually. He stated that a budget presentation would be expected sometime early next year (2004). **Muni Construction plans to bring the budget proposal before the Council for discussion purposes before presenting the budget to the SFCTA Citizens Advisory Committee (CAC).** Mr. Harris commented that the budget amendment would require discussion about outstanding issues that the Executive Director of the Municipal Transportation Agency (MTA) desired to have clarified with the SFCTA.

Mr. Murphy inquired about the budget amendment timeframe and process. Mr. Harris reiterated that the budget amendment should be before the SFCTA at the beginning of next year (2004). He explained that the budget would need to be presented to a sequence of subcommittees which begins with the SFCTA CAC then on to their Plans and Programs Committee, and finally to the SFCTA Board. Mr. Harris stated that hopefully the process would be completed if not in January (2004) but totally by February 2004. **He restated that the Construction Division would want to come before the Council before beginning the budget process with the SFCTA.**

Mr. Harris commented that the SFCTA Staff has a draft of the revised budget. Muni is in the process of working through a detailed summary letter that will be signed by the Executive Director MTA giving Muni's proposal as it relates to filling any funding gaps.

The Chair commented that the Council would meet again in early February (2004) with an option for a January (2004) meeting depending on circumstances. **The Chair requested that Mr. Harris inform the Council via the Council's Staff Liaison or Secretary of the budget process early enough for the Council to make meaningful recommendations before the budget amendment is ready for presentation to the SFCTA.** Mr. Harris stated that he would notify the Council's Secretary.



Replying to Ms. Hayes' question regarding major budget cuts that would impact streetscape improvements for the project, Mr. Harris stated that no cuts have been proposed.

Mr. Murphy inquired about Segment F (Visitacion Valley) including a terminus and stations before the terminus. Mr. Tsai stated that there is a platform at Sunnydale Avenue and Bayshore Boulevard. The originally planned Intermodal Terminal was deferred pending the relocation of the existing CalTrain Station. Full development of the final form of the terminal has not been made as a result of CalTrain's plans to move its station approximately 300 meters south of the existing station. Mr. Tsai explained that Muni has been unable to secure full agreement with San Bruno, South San Francisco and the Developer (Universal Paragon), as well as the County of San Mateo. Mr. Harris stated that agreement has not been reached regarding geometric figures, the whole intent of commercial development in the area and cost impacts. However, Muni is working with these entities for some type of solution.

Mr. Murphy commented that clarification of the CalTrain station location, i.e., moving from San Francisco County to San Mateo County, would be required. Both Mr. Harris and Mr. Tsai agreed. Mr. Harris also commented that extending the Third Street Rail Line into San Mateo would be more complicated.

Mr. Harris stated, as an interim solution Muni would begin operations using tail tracks that would extend beyond the last station. He stated that it might be some years before the Intermodal Terminal comes to fruition.

Mr. Tsai remarked that construction of the Intermodal Terminal might not occur until about the year 2008/2009 with another two years needed to reach a consensus regarding the development. He explained that Universal Paragon owns the parcel, which is approximately 500 acres (a site larger than Mission Bay which is about 350 acres), and a finalized comprehensive development plan has not been made.

**The Chair commented that at some point the Council would like to discuss with Staff the terminus, its orientation and the policy and cost tradeoffs that are involved.**

The Chair Mr. Harris and Mr. Tsai exchanged thanks.

**The Chair called for Agenda Item 2.**

3. **Public Comment** (Agenda Item 2). The Chair called for any public comment on any issue within the jurisdiction of the Council that was not on the agenda. No public comment was given at this time.

**Dorris Vincent arrived at 6:30pm.**



4. **Adopt Minutes of October 2 and November 6, 2003** (Agenda Item 3 - Discussion/Action). Ms. Downey presented minor changes to the minutes that the Secretary had not received. In that the minutes were before the Council for adoption, Ms. Cauthen moved the following motion:

**Motion to Adopt: The MTA CAC adopts minutes of October 2 and November 6, 2003 with minor changes.**

**The Motion to Adopt passed.**

Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables **absent**.

5. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair advised:

- The Council's agenda format had change with the Committee Reports listed as an appendix to the agenda to streamline the appearance of the agenda.
- The Council's opinion was requested concerning Nextbus status issues that would be discussed during Agenda Item 7.
- Michael Burns (MTA Executive Director) referred the proposed MTA Calendar Item concerning the Land Use Study - Kirkland Yard Property to the Council's Finance & Administration Committee (FAC) and the Council would be considering the Committee's recommendation on this matter during discussion of Agenda Item 9. Mr. Murphy stated that the FAC's recommendation does not affect the Calendar Item as it goes forward but does affect subsequent policy regarding the property.
- The focus of the tentative January 2004 Council meeting would be agenda planning. The Council would discuss holding a January meeting during Agenda Item 11. The January meeting would be held depending on any policy developments that would require the Council's attention.
- The MTA Executive Director desires the Council's input/feedback, in terms of revenue verses aesthetic, regarding the possibility of advertisement being place on the exterior of Breda Light Rail Vehicles (LRVs). The item would be presented to the Council at either the Council's January or February meeting. Mr. Murphy explained that Viacom's contract permits the placing of ads on the vehicles exterior and Viacom is insisting that ads are installed.
- Advised that the Council would be hearing soon about San Francisco Unified School District's seeking some reroutes and the MTA Executive Director's

expressed concern as to Muni's suitability in providing the equivalent of yellow school bus service.

Per the Chair's meeting with the MTA Executive Director, Mr. Burns would:

- Inquire into the status of a new sidewalk parking or motorcycle resolution possibly going before the Board of Supervisors.
- Inquire into the Department of Parking and Traffic (DPT) Hearing Officer's recommendation concerning Muni's N-Judah stop consolidation proposal regarding Carl Street at Willard Street and Carl Street at Hillway Avenue.
- Send a memorandum to Department Heads to submit six-to-twenty-four month issue lists that the Council has requested.

Responding to Ms. Cauthen's questions regarding revenue generation from advertising on Breda LRVs and Supervisor Matt Gonzalez's proposal that free bus service be provided to seniors and children, Mr. Murphy replied that revenue generation projections would be provided when the Council considers the advertising issue and he did not ask about the Supervisor's proposal.

Mr. Oka commented that he does not favor advertisements on the Breda vehicles exterior, but the need for additional revenue sources is warranted.

**Ms. Hayes suggested that the Council should consider some alternatives before excluding Breda exterior advertisements as a source of revenue.**

6. **Staff Report** (Agenda Item 5 – Discussion/Action). Paul Czechowicz (MTA CAC Liaison) stated that Council Members were provided a copy of the Staff Report (attachment to agenda) and no further comment was given.

Responding to Ms. Downey's comment that no signage announcing bus reroute were posted at bus stops during the Cole Valley Street Fair in October, Mr. Czechowicz answered that normally bus stop temporarily change or discontinues signs are posted for special events and he would ensure that Muni double check for signage when such events occur.

Mr. Ferrario asked about Muni's operations near City Hall during the run-off election. Mr. Czechowicz explained that when the ballot results are delivered the 5-Fulton and 21-Hayes Lines are rerouted the short way around or are slowed down, but the issue is not significant.

7. **Nextbus Update** (Agenda Item 7 - Discussion/Action). The Chair introduced Agenda Item 7 by stating that the Executive Director sought the Council's opinion



regarding concerns raised about Nextbus, Muni's plan to continue to use Nextbus, and the problems the company has experienced.

John Funghi (Project Manager, Automatic Vehicle Location System, Construction) provided the Council a PowerPoint presentation that offered an overview of Muni's implementation (rollout) of the Nextbus program.

George Mount (Director of Product Management, NextBus Information Systems, Inc.) stated that he was present to address any questions Council Members might have. He commented that from his personal perspective the project is beginning to move very quickly and the company is looking forward to rollout.

Mr. Funghi began his presentation by explaining that the Nextbus program was brought about as part of the Muni improvement program that began in 1998 to use a Global Position Satellite (GPS) based vehicle locator system. He explained that a Web based application linked to various signs and Internet capable phone was included as part of the improvement program.

He stated that a two-year pilot project, which began in 1999, was developed with procurement based on a sole source selected vendor at a cost of about \$900,000. The essential scope of the project was to develop a central controlled computer message management system, equip a total of 136 LRVs, all inspectors' vehicles with positioning identification equipment, and install platform signs. The pilot project's schedule was initiated in August of 1999, installations were completed in October 1999, and broadcast to the public began in March of 2000.

Mr. Funghi commented that an important connection established during the two-year pilot project was Nextbus' software link to the Advance Train Control System (ATCS). Nextbus already had the capability of identifying the location of a vehicle. The ATCS link feeds Nextbus the LRVs' designation information, i.e., J-Church, K-Ingleside, etc. He explained as part of the two-year pilot project and currently, the LRVs' designation identifications are captured as the vehicle entering the subway tunnel and not when the vehicles departed the yard. Vehicle identification information is then mimicked onto the website.

Responding to Mr. Weaver's question regarding Nextbus' ability to identify vehicles before vehicles enter the tunnel, Mr. Funghi stated as part of the enhanced system Nextbus currently has the ability to identify vehicles outside of the tunnel. He explained that to fully implement the Automatic Vehicle Locator (AVL) System, the train number or work assignment (designation) information would have to be fed to Nextbus to enhance the system. He stated that Muni currently uses the enhanced.



Continuing his presentation, Mr. Funghi stated that based on the successful two-year pilot program, Muni initiated a process of defining needs to enhance the system for the purpose of expanding it Muni-wide. Enhancements included:

- Schedule adherence reporting to highlight the work assignment of a specific vehicle.
- Real-time predictions and passenger information.
- Ability to archive the data for performance reporting and for accident reporting.
- Optional expansion based on funding for the entire fleet.
- Integrate fully with Muni's existing electronic systems, i.e., AVL System without duplicating Transit Operators' administrative efforts, i.e., daily start-up code entries.
- Identify vehicles upon departure from the yard/barn.

A Request For Proposal (RFP) [a competitive bid process] was developed essentially for a three-year expansion program with a two-year maintenance contract. Mr. Funghi explained that in 2001, Nextbus went through the competitive bid process with two other approved vendors. Identified as the highest-ranking firm Nextbus was awarded the contract for the enhanced system in December 2001. A Notice To Proceed (NTP) [contract] was issued in August 2002 and Muni currently uses the enhanced system.

The NTP's contract agreement specified that passengers and management are to be provided real-time arrival schedules and vehicle location information, that the system is to be expanded to all vehicle operating modes, an additional 400 platform informational display signs are to be installed – currently 15 to 30 signs have been installed, and submit a rollout schedule. Mr. Funghi stated that the first year's rollout include the Muni Metro (LRVs), 22-Filmore (Trolley Coach Line), Cable Cars and Historic Streetcars using the enhanced system that reports the vehicles location upon departure from the yard/barn.

Commenting that the outbound N-Judah line currently does not have signage, Ms. Downey as if signs for outbound Muni Metro LRVs were to be installed. Mr. Funghi explained that as part of the expansion program's second year a passenger sign deployment program would commence with Operations and Maintenance selecting sign locations. Outbound lines signage could be considered at that time.

Mr. Funghi remarked that the first needs of the signage program would be the lines that would be expanded in the first year's rollout - Cable Cars and Historic Streetcars that currently have no signage. The second year's rollout would be the trolley fleet

expansion with the installation of passenger information display signs. Installations of kiosks with web touch screen capability are being considered for passengers use for trip planning purpose. Rollout of diesel and non-revenue vehicles would occur in the third year. The forth and fifth years would essentially address the operations and maintenance agreement.

Responding to Ms. Downey's question as to the project's current status, Mr. Funghi stated that the project is currently in its first year of contractual issues – year two in terms of length of time, but in year one based on performance.

Mr. Funghi stated that the existing passenger information signs have been upgraded to Cellular Digital Package Data (CDPD). He explained that CDPD is the ability to communicate when transmissions are received from a vehicle in a wireless format and brought to a receiver – basically; CDPD is the mode in which information would be transmitted to Nextbus for their collection and use.

Ms. Downey asked about the proprietary ownership of the data and the data's eventually use in developing Service Standards. Mr. Mount explained that Nextbus' servers collect the data stored in a single database. What is moving forward is the ability for the data to be accessible at Muni's Headquarters - essentially mirroring the data through replays. Mr. Czechowicz commented that by contract the data belongs to Muni.

Responding to the issue regarding the use of data in developing Service Standards, Mr. Mount stated that a number of stock reports developed by Nextbus are currently available but was unsure if the reports were adequate. He commented that currently custom reports regarding headway of a particular route or bus for a particular day could be taken from the systems. Mr. Funghi stated that in the contract and essentially for the first year part of the design process Nextbus' would have the ability to develop reports that could be used for Muni's Service Standards reporting.

Mr. Funghi stated that the submission and approval of three beta (testing) design chapters for software development were approved. Two remaining beta tests are to be completed. The design process would be completed with the approval of the fifth test.

Mr. Funghi identified the following outstanding first year tasks that should have been completed in August of 2003 are:

- System Design and Testing. (Expected to be completed in January [2004]).
- Administrative, Operational, and Maintenance Training.
- Database Server and Data Feed. (Collect and permanent storage of information by Management Information Systems [MIS]).



Current tasks include the review and implementation of the data testing program. Project goals for the next ninety-days are to complete the design review, commence auditing of the program, and start trolley hardware installation, which is year two of the agreement.

Mr. Funghi provided the Council an overview of vehicles hardware components installed during calendar year 2003 that included the GPS antenna and tracker unit.

Ms. Downey expressed the opinion that it would be immediately helpful for Cable Car Inspectors to have laptop computers with Nextbus capability to monitor Cable Cars layovers, especially at Drumm Street; run times and locations.

Mr. Funghi commented that, as part of the overall program, Street Inspectors would be provided wireless devices so that they could manage particular lines. He explained that the first year's rollout was essentially the design year where enhanced software is deployed and tested. He stated that in the second and third years of the rollout deployment of the system would occur. Currently, the Cable Car Dispatcher has the ability to view Nextbus information.

Mr. Oka expressed the opinion that the amount of equipment Street Inspectors require could be minimized as technology develops and inspectors necessarily would not need to carry a laptop computer.

Mr. Funghi commented that a number of meetings with the Street Inspectors had taken place regarding the variety of devices, available technology and software that would be suitable for outdoors use. He remarked that software and devices that would allow an inspector to complete reports as well as receiving vehicle information is being considered, however cost and equipment durability is a determining factor.

In response to Mr. Weaver's question regarding Nextbus displaying information when delays occur, Mr. Czechowicz commented that Nextbus does have messaging capabilities and eventually delay messages could be transmitted to selected signs.

Responding to Ms. Downey's question referencing DPT's installing signal preemption devices on buses that could be used to identify bus locations, Mr. Funghi stated that the device simply prompts the signal light. He explained that Muni is working with the SFgo Nextbus component that would actually transmit all the data so that knowledge of every vehicle's location could be provided in real-time.

Responding to Ms. Cauthen's question as to the largest technical challenge Nextbus' has encountered regarding its application in San Francisco, Mr. Mount commented that GPS locating in the downtown locations has been an issue. He explained that an inexpensive simple solution that has been tested on Cable Cars was the use of Radio Frequency Identification (RFID) technology. He explained that RFID readers were



placed on Cable Cars and as the reader passes over tags imbedded in the trackway the vehicle's location is transmitted over a wireless connection.

Mr. Weaver asked about NextBus deployment of a more elaborate system or a full system in any other city. Mr. Mount replied that Nextbus is used by about 25 transit agencies around the country that vary in size and complexity. Mr. Mount commented that Nextbus installed and would extend a system in Denver, Colorado similar in size to that of the San Francisco project, and a large partial system along Alameda-Contra Costa Transit District's (AC Transit's) San Pablo corridor.

Ms. Hayes inquired about deployment of Nextbus on the Third Street Light Rail. Mr. Mount responded that the system would ultimately be deployed throughout the Muni system. Mr. Funghi stated that once the design is completed the system would have the flexibility to add the Third Street Light Rail T-Line. Mr. Funghi explained the process of how information was fed from the current scheduling system, which is currently RUCUS. He commented that the planned replacement of RUCUS by the Trapeze software program system would not negatively affect Nextbus service. He explained that once the schedules are changed Nextbus information could be provided quickly. Mr. Funghi stated that the system would need to accumulate data for a couple of weeks in order to increase accuracy. Nextbus access would not be immediate, but the public would quickly have access.

Mr. Funghi informed the Council that Station Agents Booths' Nextbus Web page display were installed and sighted the Van Ness Station Nextbus screen as an example.

Ms. Downey commented that the displays in the Station Agency Booth's routinely have error messages or information is not readable – off screen. Mr. Mount stated that the Nextbus is aware of the malfunctions and corrective measures have been taken through programming adjustments.

Responding to Ms. Downey's question concerning the reporting of malfunctions or problems with the Station Agents Booths' Nextbus Web page display, Mr. Mount responded that an email could be sent to Nextbus. Mr. Funghi explained that Nextbus has a five-year signage maintenance warranty and maintains a repair log or malfunctions can be submitted directly to Muni through established channels (Passenger Service Reports [PSRs]).

Answering Mr. Weaver's question concerning the current deployment of Nextbus, Mr. Funghi stated that the F-Line is fully deployed and has been made public; the Cable Car is fully deployed but has not been made public.

Addressing Mr. Murphy's question regarding the relationship between Muni and Nextbus, Mr. Mount commented that from his point of view there were issues before, but it appears that the issues have all been resolved.

Mr. Weaver's asked does Michael Burns want the Council to make a recommendation concerning the project? Mr. Murphy expressed the opinion that as he understood there is some resistance to Nextbus within Muni and the Executive Director desires to know the Council's opinion as to the importance of Nextbus is to the citizens of San Francisco.

Answering Mr. Ferrario's question regarding the funding sources for the system, Mr. Funghi stated that the first year was Proposition B funded, the second year would be Breda Lease Back funded, and the following years are yet to be defined federally funded. He explained in order to preserve the ability to acquire Federal funding, in which approximately \$2M is in the pipeline, Muni has to abide by Federal Transit Administration (FTA) standards in terms of contracting.

Ms. Cauthen asked about the total cost over the expected \$2M in Federal funds, Mr. Funghi explained that the five-year agreement totaled approximately \$9.6M.

Mr. Oka inquired if money from the recently passed Proposition K had been identified that could be applied towards some of the Nextbus expense? Mr. Funghi stated that he would raise the question with Grants and inquire if Proposition K Funding could be accessed.

Responding to Ms. Downey's expressed concerns as to the potential for the project to be terminated, Mr. Funghi explained that the project is not in the process of stopping. He expressed the personal opinion that good progress had been made. He reiterated that Nextbus is behind schedule in delivering their contractual performance items and the items are critical in order to have a functioning system. Muni Staff is accommodating Nextbus every step of the way and the next two months will dictate if Nextbus has the capability of actually deploying the system.

Mr. Ferrario requested that Mr. Funghi address the issues regarding Nextbus' contractual obligation difficulties. Mr. Mount stated that he could not address any of the financial concerns that Nextbus may or may not have. He explained that technically Muni operates a very complex (transit) system. Nextbus has completed their business review in understanding how the Muni system works. Nextbus has developed a system, when put in place that would be able to predict a diesel bus at any stop within the city. Mr. Funghi commented that Nextbus' design personnel are making progress in developing a software system that would be able to work within Muni's complex lines and routes. Once the fifth beta design testing has been completed Muni would have a functioning system that would be able to be brought into the testing and auditing phase.



Mr. Murphy introduced the following motion in which he stated addresses particularly the passenger side functionality in principle concerning Nextbus. **Mr. Oka moved the motion, which was seconded by Ms. Vincent.**

**Motion: The MTA CAC recommends that Muni maintains without interruption or extend system-wide the delivery of information to passengers through shelter signs, mobile devices, and the Internet currently provided by the Nextbus system. The MTA CAC further recommends that Muni continue to work to find ways to use such information internally to increase reliability and operational efficiency and for reporting of compliance with service standards.**

**The Chair called for discussion.**

Responding to Ms. Cauthen question as to why there is a issue concerning the passenger side functionality portion of the system, Mr. Murphy explained that it is an expensive part of the system to maintain and there are people who are not sure that Nextbus is important or useful to passengers verses the cost. He commented that Nextbus is an under utilized system and many passengers are unaware of the service.

The Chair commented that there is a decision point for Muni and it is his understanding that if the project does not continue it would be terminated.

**Ms. Cauthen suggested that the motion should address the issue of promoting and publicizing the passenger portion of Nextbus, and passengers should be educated about the capabilities of the Nextbus system.**

**Ms. Vincent suggested that a Nextbus marketing campaign should be directed towards riders on the 15-Third Street, 44-O'Shaughnessy, 23-Monterey, 29-Sunset and 54-Felton Lines.**

**Mr. Murphy amended the motion as follows:**

**Amended Motion: The MTA CAC recommends that Muni maintains without interruption or extend system-wide the delivery of information to passengers through shelter signs, mobile devices, and the Internet currently provided by the Nextbus system. The MTA CAC further recommends that Muni continue to work to find ways to use such information internally to increase reliability and operational efficiency, and for reporting of compliance with service standards. The MTA CAC further recommends that the passenger side functionality of Nextbus be better publicized to passengers.**



The Chair recognized Mr. Mount who commented that from Nextbus' point of view the difficulty part has been overcome. He added that when deploying a highly technical product testing and verification is vitally important. Nextbus is near completion of the design phase and is closely near the deployment phase. He commented that once the fifth beta design testing is completed deployment of Nextbus could start. He remarked that a number of routes have been identified operating from the Potrero Yard. Mr. Mount reiterated once the system has been installed, data collected and verified for accuracy for a couple of weeks undertaken, new line could be activated within minutes. Mr. Mount commented that it is actually appropriate to begin educating residents of San Francisco as actual routes are added to Nextbus.

Ms. Cauthen expressed the opinion that Nextbus is an absolutely indispensable service.

Mr. Murphy expressed the opinion that passengers on low frequency routes would gain considerable benefit from Nextbus access.

**Noting no further discussion of the Amended Motion, the Chair called for a vote.**

**The Motion passed.**

Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables **absent**.

The Chair extended the Councils thanks to Mr. Funghi and Mr. Mount, and commented that the Council would look forward to an update regarding this matter as progress was made.

**Ms. Hayes left the room at 7:03pm.**

**8. Operations & Customer Service Committee (OCSC) Recommendation (November 17, 2003 Meeting)** (Agenda Item 8 - Discussion/Action). Ms. Downey introduce the following motion:

**Motion: The MTA CAC recommends that passengers be notified when Passenger Service Reports (PSRs) are closed, not just when a complaint is referred to a Division Superintendent, and that such responses should be as specific as legally possible about the action taken if any. The MTA CAC further recommends that PSRs received commending Muni or its employees be acknowledged in a follow-up letter and that PSRs submitted online be initially acknowledged by email rather than by phone.**

Ms. Downey stated that the Council approved a number of recommendations regarding the PSR process on June 6, 2002 and some of the recommendations were not included in the revised PSR process. In a letter from the General Manager's dated July 9, 2002, recommendations were sent to Mary Travis-Allen (Division Superintendent, Kirkland/Muni's PSR Task Force Coordinator) for reference and response. Mr. Murphy directly presented recommendations to the Task Force and the OCSC has continuously discussions the PSR process with Staff.

Ms. Downey commented that the new PSR process only addresses the internal functions within Muni and does not address the customer service portion. She stated she had recently submitted two PSR. The responses received were that the PSRs had been referred to the Division Superintendents and no further information was given. Ms. Downey expressed the opinion that such responses were unacceptable.

Responding to Mr. Weaver's question about Muni providing an explanation as to reason some of the Council's recommendations were rejected, Ms. Downey answered that Muni's response was that improvements were being considered regarding only the internal functions and that the customer service portion would be reviewed at a later time.

**Ms. Cauthen left the room at 7:05pm.**

Mr. Murphy stated that he attended the latest PSR Task Force meeting.

**The Secretary advised the Chair that the Council had failed to maintain a quorum at this time.**

**The Chair stated that discussion of Agenda Item 8 would proceed since no Point of Order was made.**

Mr. Murphy continued his comments by stating that the PSR Task Force had met and has not met often. He remarked that the Task Force plans to hold separate meetings with both Union Representative and Division Superintendents' to receive feedback on the revised PSR process. He stated that Ms. Travis-Allen had invited Council Representatives to attend both meetings.

Ms. Downey expressed the opinion that the Council should continue its emphases for improvements in the PSR process relative to the customer services portion, especially regarding responses to complaints. She commented that improvements in the process had been made regarding the hearing process.

Mr. Ferrario commented that passengers who submit PSRs are not informed of the results of the complaint because of legal or employee privacy restrictions concerning that limited what information might be included in the response.



Mr. Murphy explained that there are contractual limitations and privacy issue regarding specific disciplinary action taken and what information could be included in the response to a complaint. He explained that the Committee's recommendation basically ask that a response letter directly addresses the complaint, include appropriate comments on corrective action taken, and extend normal courteous to the complainant for informing Muni of the problem. He pointed out those Muni patrons who submit PSRs commending employees should also receive some type of acknowledged.

Ms. Downey commented that she had submitted two PSRs commending employees that were never acknowledged by either a telephone callback or follow-up letter. She stated that complaint PSRs filed online or by email are responded to by telephone callbacks.

**The Chair called for a three-minute recess in that a quorum was not present. The Council recessed at 7:08pm.**

**The Council reconvened at 7:10pm.**

Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables **absent**.

**Noting no further discussion on the motion, the Chair called for a vote.**

**Motion carried with 10 yes votes.** Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables **absent**.

**9. Finance & Administration Committee (FAC) Recommendation (November 19, 2003 Meeting)** (Agenda Item 9 - Discussion/Action). Mr. Murphy introduced the following motion as the FAC's recommendation to the Council. He stated that the motion reflects the opinion of the Committee that Muni would benefit financially from the sale of the land than serving as the developer. He commented that the Kirkland Yard had been determined inadequate in sized and not efficient for Muni's operations. He remarked that when the Islais Creek facility becomes operative the Kirkland Yard would be closed with its service operating from the different divisions and a determination would have to be made concerning the land.

**Motion: The MTA CAC recommends the cost of deadheading and cost saving from a consolidation of maintenance be incorporated in the estimates of Muni's net revenues from the Kirkland Division property reuse before RFPs or RFQs are considered. The MTA CAC further recommends that net revenue maximization be prioritized as plans for the Kirkland site are considered and that Muni should**



**give serious consideration to selling the property outright as opposed to acting as the site developer.**

The Council discussed development, market rental, leasing and mitigation issues concerning the property. Mr. Weaver commented that it is San Francisco City policy that any land that is not need by a City agency should be made available for affordable housing and that policy should be reflected in the process. Mr. Murphy commented that the Kirkland Study addresses the issue of developing different mixes of affordable and market rate housing.

**Noting no further discussion on the motion, the Chair call for a vote.**

**The motion passed.**

Daniel Murphy, Sue Cauthen, Joan Downey, Steve Ferrario, Ellen Hayes, Bruce Oka, Cesar Perez, Dorris Vincent, Daniel Weaver voted **yes**; Nia Crowder, Art Cimento, Norman Rolfe, Linton Stables **absent**.

**The Chair called Agenda Item 11.**

10. **MTA CAC Agenda Planning** (Agenda Item 11 - Discussion/Action). The Chair requested that the Council should discuss agenda planning at the Council's January 15<sup>th</sup> meeting. Ms. Vincent moved the following motion:

**Motion: The MTA CAC continues Agenda Item 11 to the Council's January 15, 2004 meeting.**

**The Chair stated that the motion carried without objection.**

**The Chair called Agenda Item 10.**

11. **Council Members' Questions and Comments** (Agenda Item 10 – Discussion/Action).

Ms. Downey – (1) Regarding a response to her complaint reporting a blocked driveway incident and the manner Parking Control Officer (PCO) carryout enforcement, the Chair recommended that the OCSC develop a recommendation for the Council's consider.

(2) Regarding her observation how PCOs manage traffic on Van Ness and their interface with pedestrians at congested intersections (allowing traffic to proceed when the pedestrians cross light indicate that pedestrians could cross), Ms. Downey asked for clarification regarding PCO's instructions under such circumstances.

(3) About a year ago, on Carl Street in front of her home poles were replaced and temporally filled with asphalt. DWP was contracted to permanently fill the holes with concrete, but the hole in front of her home was not filled. Ms. Downey

stated she contacted the Concrete Division, but nothing has been done. **Mr. Czechowicz stated he would contact appropriate Staff regarding this matter.**

(4) DPT post signs in the neighborhood when hearings are to convene, but the signs are never removed. She recommended that DPT be asked to be more neighborhood friendly and remove the signs, accordingly. **Mr. Czechowicz stated that he would contact DPT regarding this matter.**

(5) Regarding a PSR she submitted, Ms. Downey stated that as the N-Judah proceeds around on Irving Street, there is enough room for cars to pass while passengers are embarking/disembarking. She commented that a LRV operator would stop the vehicle back about 50 feet preventing cars from passing. She stated that nothing has happened. Mr. Murphy commented that he has noticed that 50% of the LRVs stop back preventing cars from passing. **Mr. Murphy suggested that it should be recommended that signage should be installed advising passengers of the necessity for LRVs (one car trains) to not stop at the actual stop.**

The Secretary provided Council Members copies of the response to the Council's recommendation for support funding under SB 916 (attachment).

**12. Adjournment.** The Chair adjourned the meeting at 7:29 pm.

Attachments:

Agenda Item 6 -

Third Street Light Rail Construction Segments & Schedule

Agenda Item 10 -

Kate Breen memo of December 1, 2003 (w/attachments) [Subject: MTA CAC-Support for funding under SB 916]

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